



MVA StateStat

February FY 2011

Reporting Period: December 2010

**MVA StateStat
Glossary
February FY 2011
Reporting Period: December 2010**

Glossary of terms and Abbreviations

AAMVA	American Association of Motor Vehicle Administrators	LMS	License Monitor System
AAD	Administrative Adjudication Division	MAB	Medical Advisory Board
ACIS	Automated Compulsory Insurance System	MAIF	Maryland Automobile Insurance Fund
CDL	Commercial Driver's License	MILES	Maryland Interagency Law Enforcement System
CDLIS	Commercial Driver's License Information System	MSP	Maryland State Police
CTIPP	Consolidated Transportation Information Processing Program	NHTSA	National Highway Traffic Safety Administration
CTM	Customer Traffic Management (System)	NMVTIS	National Motor Vehicle Title Information System
CTP	Consolidated Transportation Program (Capital Program)	OAH	Office of Administrative Hearings
CVISN	Commercial Vehicle Information Systems Network	OIR	Office of Information Resources
DARS	Direct Access Records System	PBJ	Probation Before Judgment
DIODS	Document Imaging and Optical Disk System	PDPS	Problem Driver Pointer System
DIP	Driver Improvement Program	SST	Self-Service Terminal
DIWS	Document Imaging and Workflow System	TARIS	Titling and Registration Issuance System
DPPA	Driver Privacy Protection Act	TIN	Transaction Identification Number
DRATS	Driver Records Automated Traffic System	VEIP	Vehicle Emission Inspection Program
DUI	Driving Under the Influence	VIN	Vehicle Identification Number
DWI	Driving While Intoxicated	VORS	Vehicle Outside Records Systems
DWS	Driving While Suspended		
FMIS	Financial Management Information System		
FTA	Failure to Appear		
FTP	Failure to Pay		
IC	Insurance Compliance		
IRP	International Registration Plan		
IVR	Interactive Voice Response		
JIS	Judicial Information System		
KIOSK	Automated machines providing registration renewal and other services		

Wait Time – Time spent from arrival at the Information Desk to the transaction (e.g., E-Z Pass, tag return, tag renewal) counter

Transaction Time – Total time spent at transaction counter

Visit Time – Wait time + transaction time



Maryland Department of Transportation
Motor Vehicle Administration - MBE/SBR
StateStat
February 2011
Reporting Period: December 2010



Secretary: Beverley K. Swaim-Staley
Appointed: September 2009



Administrator: John Kuo
Appointed: Jun 2006

Management Team

Milton Chaffee, Chief Deputy Administrator
 D'Andrea Lancelin, Deputy Administrator of Operations
 Christine Nizer, Deputy Administrator of DVPP

MBE/SBR ACTIVITY

Goal Achieved: 67.88% # Waivers requested: # Waivers granted: **Goal Achieved: 56.73%** # Waivers requested: # Waivers granted:

PROCUREMENT/CONTRACT AWARDS	CURRENTLY AVAILABLE PERIOD (Month, Year)						YEAR-TO-DATE					
	Agency Total	Ethnic	Women	Disabled / Non-Profit / Sheltered	Total MBE/WBE	%	Agency Total	Ethnic	Women	Disabled / Non-Profit / Sheltered	Total MBE/WBE	%
Payment Totals	\$3,931,323.04	\$115,950.96 2.95%	\$349,873.45 8.90%	\$157,201.26 4.00%	\$623,025.67	15.85%	\$29,114,800.42	\$1,367,673.21 4.70%	\$3,695,314.20 12.69%	\$1,002,510.14 3.44%	\$6,065,497.55	20.83%
Awards Totals	\$11,464,205.21	\$5,454,853.22 47.58%	\$2,318,834.90 20.23%	\$8,037.00 0.07%	\$7,781,725.12	67.88%	\$16,274,197.76	\$5,634,959.08 34.63%	\$3,062,617.89 18.82%	\$535,487.00 3.29%	\$9,233,063.97	56.73%
Architectural and Engineering	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Construction	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$38,424.00	\$0.00	\$38,424.00	
Construction Related	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Maintenance	\$167,539.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$2,400,565.10	\$22,803.00	\$64,003.69	\$484,783.00	\$571,589.69	23.81%
Services	\$84,632.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$279,162.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%
Supplies and Equipment	\$7,337.00	\$0.00	\$0.00	\$0.00	\$0.00	0.00%	\$516,937.45	\$0.00	\$184.00	\$0.00	\$184.00	0.04%
IT Services	\$10,930,708.07	\$5,452,708.08	\$2,161,961.90	\$0.00	\$7,614,669.98	69.66%	\$11,059,042.07	\$5,482,944.08	\$2,161,961.90	\$0.00	\$7,644,905.98	69.13%
IT Supplies and Equipment	\$218,566.00	\$0.00	\$153,310.00	\$0.00	\$153,310.00	70.14%	\$1,638,435.00	\$113,461.00	\$778,608.00	\$0.00	\$892,069.00	54.45%
Human, Cultural, Social & Education	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Corporate Credit Card	\$53,278.00	\$0.00	\$3,563.00	\$8,037.00	\$11,600.00	21.77%	\$344,879.00	\$7,126.00	\$11,166.00	\$50,704.00	\$68,996.00	20.01%
Direct Vouchers	\$2,145.14	\$2,145.14	\$0.00	\$0.00	\$2,145.14	100.00%	\$35,177.14	\$8,625.00	\$8,270.30	\$0.00	\$16,895.30	48.03%

SBR INDICATORS	Agency Total	Total SBR	# Designated Procurements	%		Agency Total	Total SBR	# Designated Procurements	%
Payment Totals	\$3,251,050	\$372,868	4	11.47%		\$28,949,820	\$2,985,417	47	10.31%

**MVA StateStat
Budget and Finance
February FY 2011
Reporting Period: December 2010**

Performance Metrics								
Budget & Finance	Reporting Period				% Change	For All of FY 11		
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max
Revenue								
Total	\$108,270,969	\$106,000,240	\$95,535,119	\$95,042,836	-0.5%	\$99,236,392	\$86,639,088	\$108,270,969
Excise Tax	\$51,623,881	\$47,194,084	\$45,314,339	\$47,392,400	4.6%	\$45,134,959	\$28,306,241	\$51,623,881
Registration & Rel Fees	\$35,372,058	\$38,000,519	\$31,162,123	\$28,841,351	-7.4%	\$35,571,208	\$28,841,351	\$41,497,996
Drivers License	\$3,279,501	\$3,283,573	\$2,991,575	\$2,792,679	-6.6%	\$3,276,468	\$2,792,679	\$3,733,683
Title & Related Services	\$4,594,550	\$4,246,100	\$4,013,130	\$3,829,560	-4.6%	\$4,314,278	\$3,829,560	\$4,706,630
Uninsured Motorist Penalties	\$6,137,453	\$5,222,633	\$5,994,431	\$4,978,414	-16.9%	\$4,903,423	\$1,446,187	\$6,137,453
All Other	\$7,263,526	\$8,053,331	\$6,059,521	\$7,208,432	19.0%	\$6,036,055	\$3,119,931	\$8,053,331
Internal Use of Funds								
Total	\$13,176,780	\$12,215,425	\$15,252,484	\$12,425,900	-18.5%	\$14,297,428	\$12,215,425	\$16,639,588
Salaries & Wages	\$7,510,745	\$8,179,029	\$11,181,850	\$6,754,607	-39.6%	\$8,052,011	\$6,754,607	\$11,181,850
Contractuals & NEC Temps	\$232,436	\$247,613	\$290,898	\$221,899	-23.7%	\$246,640	\$193,008	\$293,987
Contracted Services	\$2,568,828	\$2,273,147	\$2,512,139	\$3,972,565	58.1%	\$4,370,737	\$2,273,147	\$7,703,184
Fuel & Utilities	\$228,981	\$187,182	\$182,359	\$196,898	8.0%	\$196,533	(\$42,322)	\$229,565
Communications	\$472,568	\$346,702	\$330,775	\$632,139	91.1%	\$448,282	\$330,775	\$632,139
All Other	\$2,163,222	\$981,752	\$754,463	\$647,792	-14.1%	\$1,015,981	\$647,792	\$2,163,222
External Use of Funds								
Total	\$11,628,583	\$12,181,061	\$9,737,313	\$9,160,694	-5.9%	\$11,776,976	\$9,160,694	\$13,977,103
MAIF/General Fund	\$4,292,667	\$3,654,139	\$4,195,959	\$3,483,775	-17.0%	\$3,430,910	\$1,011,294	\$4,292,667
Emergency Medical System/Trauma	\$5,574,102	\$5,428,269	\$4,709,114	\$4,469,142	-5.1%	\$5,352,381	\$4,469,142	\$6,124,625
Refunds	\$1,255,621	\$1,262,012	\$1,208,636	\$1,075,399	-11.0%	\$1,290,713	\$1,075,399	\$1,578,737
All Other	\$506,193	\$1,836,641	(\$376,396)	\$132,378	-135.2%	\$1,091,547	(\$376,396)	\$2,641,709
Transportation Trust Fund	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0

Note - Internal use of funds is Operating Expenses only. They do not include Capital Expenses.

Note - Distributions to the Transportation Trust Fund are not made monthly.

Note - Revenue not accounted for will be collected at the end of the year and distributed to the MDOT for the Transportation Trust Fund, etc.

MVA StateStat
Budget and Finance
February FY 2011
Reporting Period: December 2010

Budget & Finance	FY 11 YTD Total	FY 11 Budget	FY10 YTD	FY 2010 Total	FY 2010 Budget
Revenue					
Total	\$595,418,351		\$564,545,408	\$1,235,561,611	
Excise Tax	\$270,809,752		\$251,168,229	\$544,421,457	
Registration & Rel Fees	\$213,427,248		\$215,073,514	\$444,103,882	
Drivers License	\$19,658,809		\$19,981,346	\$39,742,805	
Title & Related Services	\$25,885,670		\$26,082,555	\$52,406,845	
Uninsured Motorist Penalties	\$29,420,540		\$31,207,478	\$95,713,185	
All Other	\$36,216,332		\$21,032,286	\$59,173,437	
Internal Use of Funds					
Total	\$85,784,570	\$153,701,950	\$83,665,755	\$149,885,049	\$161,517,719
Salaries & Wages	\$48,312,068	\$91,700,574	\$49,519,294	\$97,750,408	\$101,520,386
Contractuals & NEC Temps	\$1,479,841	\$4,013,320	\$1,914,324	\$3,861,769	\$5,144,760
Contracted Services	\$26,224,421	\$44,920,112	\$23,553,087	\$31,376,388	\$35,985,149
Fuel & Utilities	\$982,663	\$2,339,670	\$941,144	\$2,319,766	\$3,309,654
Communications	\$2,689,692	\$5,473,289	\$3,336,245	\$5,882,121	\$6,381,796
All Other	\$6,095,885	\$5,254,985	\$4,401,660	\$8,694,596	\$9,175,974
External Use of Funds					
Total	\$64,810,210		\$65,952,684	\$156,061,141	
MAIF	\$20,585,459		\$21,851,198	\$67,007,972	
Emergency Medical System	\$32,114,284		\$32,627,454	\$65,409,794	
Refunds	\$7,744,279		\$7,534,606	\$14,339,765	
All Other	\$4,366,188		\$3,939,427	\$9,303,611	
Transportation Trust Fund					

Other Includes: Security of Int. Filing Fees, Driver Record Fees, Salvage Certificates, Business License, Fees and other Miscellaneous Fees and Penalties.

Other Includes: Travel, Vehicles Expenses, Supplies, and Office Equipment.

Other Includes: Trauma Physician Services, Chesapeake Trust, EZ Pass, Foreign State Holdings, and Other Miscellaneous.

**MVA StateStat
Personnel
February FY 2011
Reporting Period: December 2010**

Performance Metrics								
Personnel	Reporting Period				% Change	Avg	For All of FY 11	
	Sep '10	Oct '10	Nov '10	Dec '10			Min	Max
Overtime (Payments)								
Total	\$142,637	\$112,614	\$147,761	\$75,239	-49.1%	\$136,110	\$75,239	\$186,216
Administrator's Office	\$15,520	\$10,339	\$5,788	\$5,752	-0.6%	\$11,728	\$5,752	\$18,083
DVPP	\$76	\$591	\$1,320	\$3,039	130.2%	\$1,132	\$76	\$3,039
Operations	\$127,041	\$101,684	\$140,653	\$66,448	-52.8%	\$123,250	\$66,448	\$166,839
Support Services	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Overtime (Hours)								
Total	5,372	4,239	5,673	2,886	-49.1%	5,082	2,886	6,660
Administrator's Office	439	300	176	177	0.6%	330	176	467
DVPP	2	22	42	104	147.6%	37	2	104
Operations	4,931	3,917	5,455	2,605	-52.2%	4,715	2,605	6,154
Support Services	0	0	0	0	0.0%	0	0	0
Sick leave (Days)								
Total	1,706	1,859	1,432	1,415	-1.2%	1,645	1,415	1,875
Administrator's Office	276	292	181	225	24.1%	269	181	383
DVPP	534	515	390	423	8.3%	459	390	534
Operations	896	1,052	860	767	-10.8%	916	767	1,052
Support Services	0	0	0	0	0.0%	0	0	0
Planned Leave (Days)								
Total	7,083	6,998	9,867	7,735	-21.6%	7,332	5,230	9,867
Administrator's Office	1,168	1,194	1,720	1,384	-19.5%	1,250	857	1,720
DVPP	1,541	1,613	2,253	1,833	-18.6%	1,647	1,099	2,253
Operations	4,374	4,192	5,895	4,518	-23.4%	4,436	3,274	5,895
Support Services	0	0	0	0	0.0%	0	0	0
Total Leave (Days)								
Total	8,790	8,857	11,299	9,150	-19.0%	8,977	7,105	11,299
Administrator's Office	1,445	1,485	1,901	1,609	-15.3%	1,519	1,240	1,901
DVPP	2,076	2,128	2,643	2,256	-14.7%	2,106	1,600	2,643
Operations	5,270	5,244	6,755	5,285	-21.8%	5,352	4,265	6,755
Support Services	0	0	0	0	0.0%	0	0	0

Personnel	FY 11 YTD Total	FY 11 Budget	FY10 YTD	FY 2010 Total	FY 2010 Budget
Overtime (Payments)					
Total	\$816,662	\$1,104,226	\$608,574	\$1,228,221	\$1,437,145
Administrator's Office	\$70,370	\$83,642	\$10,451	\$38,847	\$78,784
DVPP	\$6,791	\$70,377	\$8,749	\$30,397	\$54,000
Operations	\$739,501	\$950,207	\$551,116	\$1,084,476	\$1,091,817
Support Services	\$0	\$0	\$38,258	\$74,501	\$212,544
Overtime (Hours)					
Total	30,493			47,080	
Administrator's Office	1,977			1,307	
DVPP	225			1,040	
Operations	28,291			42,530	
Support Services	0			1,872	
Sick leave (Days)					
Total	9,870			20,223	
Administrator's Office	1,617			1,783	
DVPP	2,757			4,810	
Operations	5,496			11,771	
Support Services	0			1,860	
Planned Leave (Days)					
Total	43,994			80,026	
Administrator's Office	7,498			7,809	
DVPP	9,881			16,136	
Operations	26,615			47,962	
Support Services	0			8,120	
Total Leave (Days)					
Total	100,249			100,249	
Administrator's Office	9,592			9,592	
DVPP	20,946			20,946	
Operations	59,732			59,732	
Support Services	9,980			9,980	

Performance Metrics								
Staffing	Reporting Period				% Change	Avg	For All of FY 10	
	Aug '10	Oct '10	Nov '10	Dec '10			Min	Max
Filled PINS								
Total	1,504.0	1,507.5	1,517.5	1,521.0				
Administrator's Office	262.0	264.0	268.0	264.0				
DVPP	355.0	359.0	361.0	360.0				
Operations	887.0	884.5	888.5	897.0				
Support Services	0.0	0.0	0.0	0.0				
Vacant PINS	89.5	87.0	76.0	73.0	-3.9%			
Administrator's Office	34.0	33.0	25.0	30.0	20.0%			
DVPP	16.0	12.0	14.0	14.0	0.0%			
Operations	39.5	42.0	37.0	29.0	-21.6%			
Support Services	0.0	0.0	0.0	0.0	0.0%			
Filled Contractuals								
Total	57.0	55.0	55.5	53.0				
Administrator's Office	13.0	12.0	10.5	9.0				
DVPP	17.0	17.5	15.5	15.5				
Operations	27.0	25.5	29.5	28.5				
Support Services	0.0	0.0	0.0	0.0				
Vacant Contractuals	36.4	38.0	38.0	40.0	5.3%			
Administrator's Office	5.4	6.0	7.0	9.0	28.6%			
DVPP	4.0	4.0	6.0	6.0	0.0%			
Operations	27.0	28.0	25.0	25.0	0.0%			
Support Services	0.0	0.0	0.0	0.0	0.0%			
Temporary Employees								
Total - State	54.0	56.0	51.0	45.0				
Administrator's Office	3.0	3.0	3.0	3.0				
DVPP	5.0	6.0	6.0	5.0				
Operations	46.0	47.0	42.0	37.0				
Support Services	0.0	0.0	0.0	0.0				
Total - Agency	69.0	59.0	60.0	66.0				
Administrator's Office	9.0	7.0	9.0	9.0				
DVPP	36.0	34.0	33.0	35.0				
Operations	24.0	18.0	18.0	22.0				
Support Services	0.0	0.0	0.0	0.0				

MVA StateStat
Overtime By District / Branch
February FY 2011
Reporting Period: December 2010

Performance Metrics								
Branch Overtime	Reporting Period				% Change	For All of FY 11		
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max
Total Overtime	\$124,988	\$101,147	\$139,686	\$65,632	-53.0%	\$122,327	\$65,632	\$166,005
District 1 Total	\$30,250	\$25,072	\$33,498	\$16,436	-50.9%	\$29,083	\$16,436	\$37,862
Baltimore City	\$10,999	\$9,612	\$12,852	\$8,372	-34.9%	\$11,416	\$8,372	\$15,820
Cumberland	\$500	\$607	\$537	\$196	-63.5%	\$1,006	\$196	\$2,465
Oakland (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Frederick	\$3,659	\$3,553	\$4,030	\$806	-80.0%	\$3,700	\$806	\$5,385
Hagerstown	\$416	\$534	\$766	\$400	-47.8%	\$492	\$356	\$766
Westminster	\$3,742	\$3,308	\$5,037	\$2,356	-53.2%	\$4,119	\$2,356	\$5,999
White Oak	\$10,934	\$7,458	\$10,276	\$4,306	-58.1%	\$8,350	\$4,306	\$10,934
District 2								
District 2 Total	\$25,127	\$21,384	\$34,212	\$17,999	-47.4%	\$26,137	\$17,999	\$34,212
Bel Air	\$9,076	\$8,844	\$11,815	\$6,600	-44.1%	\$9,122	\$6,600	\$11,815
Elkton	\$1,907	\$1,960	\$3,559	\$792	-77.7%	\$2,294	\$792	\$3,559
Essex	\$7,011	\$5,652	\$9,574	\$5,300	-44.6%	\$7,806	\$5,300	\$11,582
Loveville	\$1,466	\$827	\$1,070	\$801	-25.1%	\$935	\$440	\$1,466
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0
Lock Raven / Parkville Express	\$114	\$488	\$2,457	\$517	-79.0%	\$654	\$100	\$2,457
Waldorf	\$5,553	\$3,613	\$5,737	\$3,989	-30.5%	\$5,327	\$3,613	\$7,530
District 3								
District 3 Total	\$31,903	\$21,032	\$29,142	\$12,570	-56.9%	\$29,009	\$12,570	\$42,335
Beltsville	\$15,584	\$8,098	\$10,986	\$4,402	-59.9%	\$11,280	\$4,402	\$16,205
Columbia Express	\$2,607	\$1,783	\$2,498	\$1,559	-37.6%	\$2,599	\$1,559	\$3,634
Gaithersburg	\$9,277	\$9,260	\$12,441	\$4,390	-64.7%	\$11,419	\$4,390	\$16,868
Glenmont Express	\$1,652	\$731	\$920	\$113	-87.7%	\$1,277	\$113	\$2,133
Walnut Hill Express	\$2,783	\$1,160	\$2,297	\$2,106	-8.3%	\$2,433	\$1,160	\$4,083
District 4								
District 4 Total	\$37,708	\$33,659	\$42,834	\$18,627	-56.5%	\$38,098	\$18,627	\$51,964
Annapolis	\$8,979	\$7,227	\$9,723	\$4,054	-58.3%	\$9,082	\$4,054	\$12,498
Easton	\$1,911	\$2,520	\$2,713	\$1,042	-61.6%	\$2,057	\$813	\$3,343
Glen Burnie	\$9,147	\$7,413	\$10,832	\$3,291	-69.6%	\$8,880	\$3,291	\$13,607
Largo	\$16,775	\$14,425	\$18,110	\$9,460	-47.8%	\$16,555	\$9,460	\$20,758
Salisbury	\$896	\$2,074	\$1,456	\$780	-46.4%	\$1,525	\$780	\$2,185
Mobile								
Mobile	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0

Branch Overtime	FY 11 YTD Total	FY 11 Budget	FY10 YTD	FY 2010 Total	FY 2010 Budget
Total Overtime	\$733,962	\$888,716	\$538,415	\$1,064,926	\$1,023,960
District 1 Total					
District 1 Total	\$174,500	\$202,944	\$128,021	\$258,236	\$233,755
Baltimore City	\$68,496	\$78,583	\$49,979	\$95,470	\$90,514
Cumberland	\$6,037	\$3,656	\$1,955	\$4,226	\$4,210
Oakland (Satellite)	\$0	\$0	\$0	\$0	\$0
Frederick	\$22,201	\$22,610	\$13,175	\$30,092	\$26,043
Hagerstown	\$2,951	\$1,382	\$1,299	\$2,637	\$1,591
Westminster	\$24,713	\$23,715	\$26,022	\$42,693	\$27,316
White Oak	\$50,102	\$72,998	\$35,592	\$83,119	\$84,081
District 2					
District 2 Total	\$156,822	\$187,516	\$99,001	\$201,775	\$215,984
Bel Air	\$54,733	\$61,246	\$33,718	\$62,209	\$70,544
Elkton	\$13,761	\$24,145	\$9,985	\$17,652	\$27,811
Essex	\$46,836	\$53,454	\$25,562	\$61,038	\$61,569
Loveville	\$5,610	\$3,404	\$3,532	\$8,616	\$3,921
Prince Frederick (Satellite)	\$0	\$0	\$0	\$0	\$0
Lock Raven / Parkville Express	\$3,923	\$284	\$433	\$871	\$327
Waldorf	\$31,959	\$44,983	\$25,771	\$51,389	\$51,812
District 3					
District 3 Total	\$174,051	\$109,038	\$97,420	\$201,524	\$125,591
Beltsville	\$67,682	\$47,461	\$23,928	\$59,309	\$54,666
Columbia Express	\$15,596	\$8,562	\$14,926	\$24,061	\$9,862
Gaithersburg	\$68,516	\$48,681	\$50,633	\$98,042	\$56,072
Glenmont Express	\$7,662	\$3,113	\$6,228	\$11,096	\$3,585
Walnut Hill Express	\$14,595	\$1,221	\$1,703	\$9,014	\$1,406
District 4					
District 4 Total	\$228,589	\$389,218	\$213,972	\$403,390	\$448,630
Annapolis	\$54,491	\$57,894	\$47,704	\$86,468	\$66,683
Easton	\$12,342	\$18,804	\$13,644	\$24,310	\$21,658
Glen Burnie	\$53,280	\$130,044	\$50,293	\$92,172	\$149,788
Largo	\$99,327	\$166,040	\$93,519	\$178,616	\$191,488
Salisbury	\$9,149	\$16,436	\$8,814	\$21,826	\$19,013
Mobile					
Mobile	\$0	\$0	\$0	\$0	\$0

MVA StateStat
All Transactions
February FY 2011
Reporting Period: December 2010

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Transaction Total	733,537	717,019	655,401	612,272	-6.6%	718,852	612,272	814,385	4,313,112	4,259,096	8,488,727
Driver Licensing											
Transaction Subtotal	253,155	253,650	220,080	212,132	-3.6%	253,262	212,132	296,139	1,519,569	1,521,643	3,015,389
Full Service	203,693	203,146	174,916	170,065	-2.8%	202,840	170,065	240,706	1,217,038	1,226,716	2,434,541
Express	35,287	36,303	32,333	31,937	-1.2%	36,203	31,937	40,789	217,218	214,801	428,461
Satellite	2,643	2,129	2,345	2,159	-7.9%	3,245	2,129	7,323	19,472	14,833	29,181
Alternate	11,533	12,072	10,486	7,971	-24.0%	10,974	7,971	12,072	65,842	65,293	123,206
Titling / Registration											
Transaction Subtotal	414,458	397,275	366,985	342,019	-6.8%	400,544	342,019	449,188	2,403,266	2,434,326	4,830,492
Full Service	171,727	160,239	148,813	132,118	-11.2%	164,835	132,118	192,330	989,010	1,031,113	2,044,871
Express	9,967	9,229	9,367	9,065	-3.2%	9,775	9,065	10,736	58,647	66,524	121,716
Satellite	1,040	937	887	564	-36.4%	966	564	1,222	5,797	6,104	11,620
Alternate	231,724	226,870	207,918	200,272	-3.7%	224,969	200,272	244,975	1,349,812	1,330,585	2,652,285
Other											
Transaction Subtotal	65,924	66,094	68,336	58,121	-14.9%	65,046	58,121	69,058	390,277	303,127	642,846
Full Service	38,822	38,362	38,113	32,946	-13.6%	37,971	32,946	41,218	227,828	224,257	469,485
Express	1,294	1,217	1,153	1,142	-1.0%	1,209	1,142	1,294	7,253	5,876	12,581
Satellite	9	14	21	28	33.3%	29	9	58	175	144	390
Alternate	25,799	26,501	29,049	24,005	-17.4%	25,837	23,145	29,049	155,021	72,850	160,390

Performance Metrics											
Total Transactions By Transaction Type	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Transaction Total	733,537	717,019	655,401	612,272	-6.6%	718,852	612,272	814,385	4,313,113	4,259,096	8,488,727
Driver Licensing											
Transaction Subtotal	253,155	253,650	220,080	212,132	-3.6%	253,262	212,132	296,139	1,519,569	1,521,643	3,015,389
Law Tests Given	21,790	21,196	19,262	18,134	-5.9%	22,856	18,134	28,450	137,138	147,531	294,628
Vision Tests Given	74,322	73,496	64,920	60,131	-7.4%	72,323	60,131	81,403	433,940	430,719	858,410
Skills Tests Given	12,206	12,264	10,811	11,002	1.8%	12,285	10,811	14,858	73,710	75,155	144,104
New Licenses	37,700	35,831	27,939	26,545	-5.0%	35,881	26,545	45,543	215,289	214,419	415,909
Renewal Licenses	63,865	68,386	58,890	58,908	0.0%	65,442	58,890	71,882	392,653	384,580	767,221
License Duplications	12,542	13,103	11,769	12,922	9.8%	13,094	11,769	14,158	78,565	79,187	157,517
License Corrections	3,600	2,988	2,516	2,512	-0.2%	3,692	2,512	5,442	22,152	22,424	39,525
Photo I.D. Cards - New / Corr / Dup	11,740	12,055	10,041	10,063	0.2%	13,187	10,041	19,534	79,120	79,879	156,447
Certified Copies	15,391	14,331	13,932	11,916	-14.5%	14,501	11,916	16,376	87,003	87,749	181,628
Titling / Registration											
Transaction Subtotal	414,458	397,275	366,985	342,019	-6.8%	400,544	342,019	449,188	2,403,266	2,434,326	4,830,492
New Titles	85,488	78,916	74,859	71,120	-5.0%	80,618	71,120	88,319	483,710	475,458	965,423
Corrected Titles	9,989	8,744	8,554	8,933	4.4%	9,502	8,554	10,686	57,013	62,175	114,527
Duplicated Titles	12,759	12,365	11,724	11,191	-4.5%	12,435	11,191	13,656	74,609	61,472	134,062
Lien Maintenance	10,486	9,066	8,960	9,521	6.3%	9,897	8,960	11,017	59,379	56,685	111,254
Salvage Application	6,177	6,404	6,405	6,842	6.8%	6,485	6,177	6,842	38,910	55,258	96,411
Salvage Corr. / Dupl.	224	280	234	164	-29.9%	230	164	280	1,377	1,565	3,337
Renewal -Std.	174,660	171,940	147,002	135,243	-8.0%	167,696	135,243	190,545	1,006,174	1,047,276	2,086,908
Renewal -Replac. Tag.	4,365	4,128	3,305	2,765	-16.3%	4,055	2,765	5,062	24,330	17,430	37,538
Substitute Tags	5,511	5,309	5,091	4,201	-17.5%	5,438	4,201	6,280	32,629	30,508	63,250
Substitute Stickers	3,694	3,461	3,670	3,267	-11.0%	3,652	3,267	3,962	21,911	23,446	48,084
Duplicate Regist.	8,375	6,995	6,503	5,927	-8.9%	7,680	5,927	9,424	46,079	46,890	95,155
Corrected Regist.	1,700	1,656	1,688	1,824	8.1%	1,757	1,656	1,891	10,539	12,087	23,658
New Tag Regist.	3,007	3,031	2,695	2,173	-19.4%	2,853	2,173	3,138	17,118	17,774	37,317
Transfer Tags With Renewal	202	156	170	153	-10.0%	180	153	206	1,078	1,184	2,365
Tags Returned	66,465	65,655	64,587	58,945	-8.7%	66,165	58,945	73,190	396,990	392,623	750,834
Change Of Address	21,356	19,169	21,538	19,750	-8.3%	21,903	19,169	25,046	131,420	23,276	260,369
Other											
Transaction Subtotal	65,924	66,094	68,336	58,121	-14.9%	65,046	58,121	69,058	390,278	303,127	642,846
Icd	34,141	35,895	32,541	30,376	-6.7%	34,088	30,376	37,012	204,527	138,624	289,592
Disability Placards - Temporary	2,931	2,856	2,704	2,681	-0.9%	2,834	2,681	2,931	17,004	15,620	32,069
Disability Placards - Permanent	14,197	12,133	15,374	9,012	-41.4%	13,243	9,012	15,400	79,459	68,882	147,349
County Stickers	30	15	15	13	-13.3%	21	13	30	126	137	242
Administrative Parking Flags Removed	14,625	15,195	17,702	16,039	-9.4%	14,860	11,888	17,702	89,162	79,864	173,594

MVA StateStat
Alternate Transactions
February FY 2011
Reporting Period: December 2010

Performance Metrics											
Alternate Transactions	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Change	Avg	Min			
Total Transactions	269,056	265,443	247,453	232,248	-6.1%	261,779	232,248	283,266	1,570,675	1,468,728	2,935,881
Driver Licensing											
Transaction Subtotal	11,533	12,072	10,486	7,971	-24.0%	10,974	7,971	12,072	65,842	65,293	123,206
Vinnet											
CVR											
Kiosks	112	171	159	103	-35.2%	110	5	171	550	118	234
Mobile Bus	1,600	816	712	587	-17.6%	986	587	1,600	5,918	6,442	11,222
Internet	2,121	1,868	2,284	2,137	-6.4%	2,111	1,868	2,284	12,665	11,537	24,604
Telephone											
Central Operations	7,548	9,074	7,136	4,996	-30.0%	7,621	4,996	9,074	45,725	46,215	85,425
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing	0	0	0	0	0.0%	0	0	0	0	2	2
Employee Testing	152	144	195	148	-24.1%	164	127	219	985	980	1,720
Titling / Registration											
Transaction Subtotal	231,724	226,870	207,918	200,272	-3.7%	224,969	200,272	244,975	1,349,812	1,330,585	2,652,285
Vinnet	21,673	21,729	21,922	20,084	-8.4%	21,774	20,084	24,041	130,642	105,870	227,237
CVR	37,906	34,452	33,868	34,755	2.6%	35,814	33,868	37,906	214,885	205,794	415,587
Kiosks	13,971	15,552	15,593	12,818	-17.8%	13,669	7,464	16,616	82,014	13,614	46,275
Mobile Bus	360	391	528	314	-40.5%	400	314	528	2,401	2,054	3,844
Internet	79,617	77,084	70,126	68,575	-2.2%	77,777	68,575	89,754	466,663	470,146	943,367
Telephone	886	798	900	635	-29.4%	794	635	900	4,764	3,794	7,936
Central Operations	73,913	73,593	62,157	60,466	-2.7%	71,566	60,466	80,419	429,396	510,034	967,689
Cumberland - Customer Service Ctr.	867	841	764	721	-5.6%	820	721	894	4,921	3,809	9,983
County Treasurers	2,531	2,430	2,060	1,904	-7.6%	2,354	1,904	2,716	14,126	15,470	30,367
Off-Site Skills Testing											
Employee Testing											
Other											
Transaction Subtotal	25,799	26,501	29,049	24,005	-17.4%	25,837	23,145	29,049	155,021	72,850	160,390
Vinnet	0	0	0	0	0.0%	0	0	0	0	0	0
CVR	0	0	0	0	0.0%	0	0	0	0	0	0
Kiosks	412	669	814	685	-15.8%	434	9	814	2,606	415	774
Mobile Bus	83	74	54	57	5.6%	71	54	83	425	406	757
Internet	3,591	3,385	4,556	4,839	6.2%	3,760	2,934	4,839	22,561	16,143	35,225
Telephone	12,090	14,104	10,731	12,205	13.7%	12,271	10,731	14,104	73,626	10,910	24,566
Central Operations	9,623	8,269	12,894	6,219	-51.8%	9,301	6,219	12,894	55,803	44,976	99,068
Cumberland - Customer Service Ctr.											
County Treasurers											
Off-Site Skills Testing											
Employee Testing											

Performance Metrics											
Alternate Transactions By Transaction Type	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Transaction Total	269,056	265,443	247,453	232,248	-6.1%	261,779	232,248	283,266	1,570,675	1,468,728	2,935,881
Driver Licensing											
Transaction Subtotal	11,533	12,072	10,486	7,971	-24.0%	10,974	7,971	12,072	65,842	65,293	123,206
Law Tests Given											
Vision Tests Given	453	306	232	243	4.7%	316	232	453	1,896	2,095	3,883
Skills Tests Given	152	144	195	148	-24.1%	164	127	219	985	982	1,722
New Licenses	70	82	97	65	-33.0%	74	60	97	444	449	865
Renewal Licenses	7,219	8,443	6,637	4,564	-31.2%	7,134	4,564	8,446	42,804	42,804	78,227
License Duplications	119	119	93	73	-21.5%	96	73	119	573	573	1,158
License Corrections	12	12	7	8	14.3%	11	7	15	68	68	131
Photo I.D. Cards - New / Corr / Dup	315	434	282	226	-19.9%	335	226	434	2,008	2,008	3,893
Copies - Driver/Vehicle Records	3,193	2,532	2,943	2,644	-10.2%	2,844	2,532	3,193	17,064	16,314	33,327
Titling / Registration											
Transaction Subtotal	231,724	226,870	207,918	200,272	-3.7%	224,969	200,272	244,975	1,349,812	1,330,585	2,652,285
New Titles	44,364	41,297	40,688	40,335	-0.9%	42,350	40,335	44,866	254,099	230,773	474,890
Corrected Titles	6,488	5,376	5,307	6,105	15.0%	6,010	5,307	6,650	36,061	33,502	64,144
Duplicated Titles	3,839	3,866	3,588	3,628	1.1%	3,860	3,588	4,257	23,160	20,121	42,545
Lien Maintenance	5,859	4,913	4,799	5,641	17.5%	5,406	4,799	6,015	32,437	29,076	56,553
Salvage Application	6,177	6,404	6,405	6,842	6.8%	6,485	6,177	6,842	38,910	55,258	96,411
Salvage Corr. / Dupl.	224	280	234	164	-29.9%	230	164	280	1,377	1,565	3,337
Renewal -Std.	133,124	135,206	115,206	109,442	-5.0%	128,696	109,442	140,687	772,176	744,595	1,490,856
Renewal -Replac. Tag.	1,068	1,214	971	877	-9.7%	1,096	877	1,338	6,578	4,159	9,344
Substitute Tags	2,332	2,339	2,352	1,860	-20.9%	2,294	1,860	2,588	13,761	13,110	26,408
Substitute Stickers	1,280	1,159	1,203	970	-19.4%	1,195	970	1,322	7,168	7,527	15,347
Duplicate Regist.	5,552	4,393	4,105	3,748	-8.7%	4,956	3,748	6,167	29,737	28,107	58,208
Corrected Regist.	155	92	128	149	16.4%	124	92	155	741	1,302	2,341
New Tag Regist.	409	392	396	312	-21.2%	387	312	435	2,320	2,051	4,688
Transfer Tags With Renewal	1	1	1	0	-100.0%	2	1	4	8	10	28
Tags Returned	6,320	6,521	6,749	5,656	-16.2%	6,444	5,656	7,053	38,663	72,816	136,571
Change Of Address	14,532	13,417	15,786	14,543	-7.9%	15,436	13,417	17,720	92,616	86,613	170,614
Other											
Transaction Subtotal	25,799	26,501	29,049	24,005	-17.4%	25,837	23,145	29,049	155,021	72,850	160,390
ICD											
Disability Placards - Temporary	493	493	442	417	-5.7%	454	408	493	2,723	2,867	5,893
Disability Placards - Permanent	6,873	5,351	9,130	3,405	-62.7%	6,508	3,405	9,130	39,049	32,801	73,110
County Stickers	30	15	15	13	-13.3%	21	13	30	126	137	242
Administrative Parking Flags Removed	6,313	6,538	8,732	7,965	-8.8%	6,584	4,721	8,732	39,503	37,045	81,145

MVA StateStat
Operations - All Branches
February FY 2011
Reporting Period: December 2010

PerformanceMetrics											
All Branches	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	83.1%			0.0%		83.1%		83.1%			88.2%
Branch Visit Time	35.28	28.25	29.89	24.23	-19%	32.10	24.23	38.87			27.64
Branch Waiting Time	28.96	21.89	23.61	18.02	-24%	25.77	18.02	32.39			21.29
Branch Processing Time	6.32	6.36	6.28	6.22	-1%	6.33	6.22	6.48			6.35
Branch Customers Served	331,488	415,160	278,772	330,742	19%	361,355	278,772	448,514	2,168,130	2,159,826	4,366,197
Drivers License Visit Time	44.88	35.85	39.07	30.64	-22%	41.91	30.64	52.73			34.01
DLS Waiting Time	37.08	28.05	31.50	23.19	-26%	34.19	23.19	44.83			26.07
DLS Processing Time	7.79	7.81	7.57	7.45	-2%	7.72	7.45	7.91			7.93
DLS Customers Served	144,589	179,491	125,505	146,412	17%	159,654	125,505	193,985	957,924	898,783	1,817,681
Vehicle Services Visit Time	29.40	23.36	23.83	20.14	-15%	25.74	20.14	29.40			24.13
VS Wait Time	24.20	18.14	18.59	14.91	-20%	20.53	14.91	24.20			18.93
VS Processing Time	5.20	5.22	5.24	5.23	0%	5.22	5.14	5.27			5.20
VS Customers Served	140,188	176,111	112,549	136,906	22%	151,070	112,549	194,677	906,419	951,340	1,905,107
ICD/Misc Visit Time	21.38	18.45	18.31	15.94	-13%	18.76	15.94	21.38			18.87
ICD/Misc Wait Time	16.12	13.08	13.10	10.73	-18%	13.50	10.73	16.12			13.58
ICD/Misc Processing Time	5.26	5.37	5.21	5.21	0%	5.26	5.21	5.37			5.30
ICD/Misc Customers Served	46,711	59,558	40,718	47,424	16%	50,631	40,718	59,852	303,787	309,703	643,409
Total Transactions	466,525	452,856	409,242	380,982	-7%	458,530	380,982	533,095	2,751,182	2,799,270	5,559,360
DLS Transactions	243,223	242,393	210,306	204,748	-3%	243,274	204,748	285,795	1,459,645	1,462,792	2,894,096
Title & Registration Transactions	183,094	170,796	159,595	142,061	-11%	175,976	142,061	204,687	1,055,855	1,105,795	2,182,051
Other	40,208	39,667	39,341	34,173	-13%	39,280	34,173	42,613	235,682	230,683	483,213
Personnel											
Filled PINS	690	690	693	699	1%	693	690	699			690
Filled Contract Employees	18	19	22	24	9%	21	18	24			20
State Temporary Employees	44	47	42	37	-12%	44	37	49			46
Agency Temporary Employees	21	18	18	21	17%	20	18	21			18
# Vacancies (PIN & Contract)	44	44	41	31	-24%	39	31	44			38
% Vacant Positions	5.7%	5.7%	5.3%	4.0%	-25%	5.0%	4.0%	5.7%			4.8%
Total Leave Days	4,194	4,126	5,288	4,136	-22%	25,178	3,324	5,288	25,178	26,086	47,252
Sick Leave Days (Unplanned)	721	815	639	554	-13%	4,167	554	815	4,167	4,687	9,020
Other Leave Days (Planned)	3,473	3,311	4,649	3,581	-23%	21,011	2,580	4,649	21,011	21,399	38,335
Overtime Hrs.	4,849	3,897	5,420	2,576	-52%	28,079	2,576	6,123	28,079	20,734	41,620
OT Annual Budget									\$888,432	\$1,023,960	1,023,960
OT Spent	\$124,988	\$101,147	\$139,686	\$65,632	-53%	\$733,962	\$65,632	\$166,005	\$733,962	\$538,415	1,064,926
% of Budget Spent	48.1%	59.5%	75.2%	82.6%	10%				82.6%	52.6%	104.0%

MVA StateStat
Operations - District Summary
February FY 2011
Reporting Period: December 2010

PerformanceMetrics											
District 1	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	79.6%			0.0%		79.6%	79.6%	79.6%			86.2%
Branch Visit Time	35.07	28.16	30.41	26.24	-14%	31.92	26.24	37.48			27.75
Branch Waiting Time	29.29	22.29	24.50	20.29	-17%	26.07	20.29	31.55			21.91
Branch Processing Time	5.78	5.87	5.90	5.95	1%	5.86	5.70	5.95			5.84
Branch Customers Served	86,120	108,459	71,837	83,525	16%	93,376	71,837	115,645	560,256	561,972	1,130,808
Drivers License Visit Time	45.25	36.42	39.13	32.28	-17%	41.83	32.28	51.02			34.69
DLS Waiting Time	37.91	28.99	31.83	24.92	-22%	34.48	24.92	43.58			27.25
DLS Processing Time	7.34	7.43	7.29	7.36	1%	7.35	7.26	7.44			7.44
DLS Customers Served	36,699	45,915	32,261	36,758	14%	40,763	32,261	49,347	244,579	232,840	466,473
Vehicle Services Visit Time	28.67	22.53	24.31	22.16	-9%	25.15	22.16	28.67			23.27
VS Wait Time	24.02	17.85	19.56	17.29	-12%	20.47	17.29	24.02			18.60
VS Processing Time	4.65	4.68	4.75	4.87	3%	4.68	4.46	4.87			4.67
VS Customers Served	38,728	48,365	30,132	35,615	18%	40,861	30,132	52,729	245,168	256,947	516,082
ICD/Misc Visit Time	20.89	19.21	19.92	18.96	-5%	19.74	18.96	20.89			20.04
ICD/Misc Wait Time	16.14	14.26	15.02	14.26	-5%	14.92	14.17	16.14			15.13
ICD/Misc Processing Time	4.75	4.96	4.90	4.70	-4%	4.82	4.70	4.96			4.90
ICD/Misc Customers Served	10,693	14,179	9,444	11,152	18%	11,752	9,444	14,179	70,509	72,185	148,253
Total Transactions	110,518	109,442	96,122	88,346	-8%	110,778	88,346	130,678	664,666	668,862	1,324,898
DLS Transactions	59,229	59,772	50,720	49,180	-3%	61,240	49,180	75,492	367,441	358,704	709,919
Title & Registration Transactions	41,810	39,883	36,136	31,178	-14%	40,275	31,178	47,411	241,649	256,841	501,672
Other	9,479	9,787	9,266	7,988	-14%	9,263	7,988	10,219	55,576	53,317	113,307
Personnel											
Filled PINS	167	170	170	169	-1%	169	166	170			166
Filled Contract Employees	4	4	5	5	0%	4	4	5			5
State Temporary Employees	13	12	11	12	9%	13	11	14			13
Agency Temporary Employees	6	5	4	4	0%	5	3	6			5
# Vacancies (PIN & Contract)	10	7	6	6	0%	7	5	10			9
% Vacant Positions	5.3%	3.7%	3.2%	3.2%	0%	3.9%	2.6%	5.3%			4.8%
Total Leave Days	1,044	1,001	1,344	986	-27%	6,180	775	1,344	6,180	6,499	11,805
Sick Leave Days (Unplanned)	172	184	149	110	-26%	924	110	184	924	1,249	2,280
Other Leave Days (Planned)	872	817	1,195	876	-27%	5,256	626	1,195	5,256	5,250	9,525
Overtime Hrs.	1,158	961	1,306	670	-49%	6,666	670	1,399	6,666	4,824	10,130
OT Annual Budget									\$202,944	\$233,755	233,755
OT Spent	\$30,250	\$25,072	\$33,498	\$16,436	-51%	\$174,500	\$16,436	\$37,862	\$174,500	\$128,021	258,236
% of Budget Spent	49.0%	61.4%	77.9%	86.0%	10%				86.0%	54.8%	110.5%

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PerformanceMetrics											
District 2	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	77.9%			0.0%		77.9%	77.9%	77.9%			90.3%
Branch Visit Time	32.76	29.01	29.78	22.50	-24%	29.99	22.50	34.31			23.19
Branch Waiting Time	26.53	22.73	23.61	16.42	-30%	23.75	16.42	27.91			16.90
Branch Processing Time	6.23	6.28	6.17	6.07	-2%	6.24	6.07	6.40			6.29
Branch Customers Served	75,189	92,486	61,096	73,926	21%	81,065	61,096	102,187	486,391	478,205	972,444
Drivers License Visit Time	40.82	36.42	38.12	26.61	-30%	38.21	26.61	45.39			27.65
DLS Waiting Time	32.98	28.58	30.58	19.15	-37%	30.44	19.15	37.46			19.71
DLS Processing Time	7.84	7.85	7.54	7.45	-1%	7.77	7.45	8.01			7.93
DLS Customers Served	33,476	40,722	28,412	33,411	18%	36,583	28,412	44,848	219,496	205,697	419,726
Vehicle Services Visit Time	28.28	25.02	25.37	20.87	-18%	25.41	20.87	28.28			21.28
VS Wait Time	23.43	20.13	20.42	16.02	-22%	20.52	16.02	23.43			16.33
VS Processing Time	4.85	4.89	4.95	4.86	-2%	4.89	4.85	4.95			4.94
VS Customers Served	31,681	39,904	24,332	31,069	28%	34,027	24,332	44,812	204,159	209,778	421,297
ICD/Misc Visit Time	15.93	14.54	14.16	13.00	-8%	14.32	13.00	15.93			13.87
ICD/Misc Wait Time	10.67	8.95	9.01	7.80	-13%	9.00	7.80	10.67			8.48
ICD/Misc Processing Time	5.26	5.59	5.15	5.20	1%	5.32	5.15	5.59			5.39
ICD/Misc Customers Served	10,032	11,860	8,352	9,446	13%	10,456	8,352	12,527	62,736	62,730	131,421
Total Transactions	117,607	112,632	103,498	94,981	-8%	114,051	94,981	132,587	684,304	715,270	1,420,316
DLS Transactions	60,901	59,135	52,432	50,292	-4%	59,216	50,292	70,283	355,298	362,777	722,196
Title & Registration Transactions	47,626	45,057	42,389	37,269	-12%	46,186	37,269	53,070	277,116	299,641	590,469
Other	9,080	8,440	8,677	7,420	-14%	8,648	7,420	9,234	51,890	52,852	107,651
Personnel											
Filled PINS	156	151	150	156	4%	155	150	159			159
Filled Contract Employees	7	7	8	8	0%	8	7	8			7
State Temporary Employees	13	14	11	9	-18%	13	9	15			13
Agency Temporary Employees	7	6	7	8	14%	7	6	8			7
# Vacancies (PIN & Contract)	9	14	14	8	-43%	9	4	14			3
% Vacant Positions	4.9%	7.9%	8.0%	4.4%	-44%	5.0%	1.9%	8.0%			1.6%
Total Leave Days	1,047	993	1,206	958	-21%	5,985	824	1,206	5,985	5,902	10,744
Sick Leave Days (Unplanned)	154	190	119	120	1%	911	119	190	911	965	1,984
Other Leave Days (Planned)	893	802	1,087	838	-23%	5,074	646	1,087	5,074	4,937	8,760
Overtime Hrs.	943	781	1,284	684	-47%	5,758	684	1,284	5,758	3,735	7,603
OT Annual Budget									\$187,232	\$215,984	215,984
OT Spent	\$25,127	\$21,384	\$34,212	\$17,999	-47%	\$156,822	\$17,999	\$34,212	\$156,822	\$99,001	201,775
% of Budget Spent	44.5%	55.9%	74.1%	83.8%	13%				83.8%	45.8%	93.4%

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PerformanceMetrics											
District 3	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	85.9%			0.0%		85.9%	85.9%	85.9%			87.0%
Branch Visit Time	42.12	29.60	33.76	28.12	-17%	37.75	28.12	47.79			30.29
Branch Waiting Time	35.52	23.12	27.46	21.92	-20%	31.26	21.92	41.01			23.81
Branch Processing Time	6.60	6.48	6.30	6.19	-2%	6.49	6.19	6.78			6.48
Branch Customers Served	64,389	82,977	57,320	70,608	23%	72,800	57,320	87,977	436,800	440,933	885,064
Drivers License Visit Time	47.04	33.88	39.64	32.97	-17%	43.97	32.97	57.11			34.11
DLS Waiting Time	39.57	26.59	32.65	26.02	-20%	36.64	26.02	49.39			26.34
DLS Processing Time	7.47	7.29	6.99	6.95	-1%	7.33	6.95	7.72			7.76
DLS Customers Served	36,234	45,676	31,746	38,317	21%	40,390	31,746	48,044	242,340	217,504	444,672
Vehicle Services Visit Time	38.43	26.11	28.69	23.39	-18%	32.42	23.39	39.25			27.46
VS Wait Time	32.89	20.59	23.22	18.15	-22%	26.93	18.15	33.78			22.22
VS Processing Time	5.54	5.52	5.47	5.24	-4%	5.49	5.24	5.70			5.23
VS Customers Served	20,632	27,487	19,000	24,223	27%	24,043	19,000	29,981	144,256	166,939	326,086
ICD/Misc Visit Time	28.64	19.05	20.33	18.86	-7%	22.40	18.86	28.64			22.57
ICD/Misc Wait Time	23.14	13.62	14.90	13.35	-10%	17.09	13.35	23.14			17.44
ICD/Misc Processing Time	5.50	5.43	5.43	5.51	2%	5.31	4.91	5.51			5.13
ICD/Misc Customers Served	7,523	9,814	6,574	8,068	23%	8,367	6,574	9,952	50,204	56,490	114,306
Total Transactions	88,006	87,683	79,063	77,915	-1%	89,239	77,915	102,630	535,431	556,278	1,093,284
DLS Transactions	56,195	56,814	50,063	50,234	0%	57,744	50,063	66,830	346,466	346,515	683,440
Title & Registration Transactions	27,601	26,787	24,951	24,090	-3%	27,444	24,090	31,334	164,665	185,188	358,995
Other	4,210	4,082	4,049	3,591	-11%	4,050	3,591	4,466	24,300	24,575	50,849
Personnel											
Filled PINS	132	133	132	133	1%	132	129	133			129
Filled Contract Employees	5	5	6	6	0%	5	4	6			4
State Temporary Employees	4	8	8	5	-38%	6	4	8			5
Agency Temporary Employees	5	3	4	6	50%	5	3	6			2
# Vacancies (PIN & Contract)	9	8	10	6	-40%	9	6	12			12
% Vacant Positions	6.2%	5.4%	6.7%	4.0%	-40%	6.0%	4.0%	8.3%			8.6%
Total Leave Days	732	700	950	752	-21%	4,523	605	950	4,523	4,688	8,625
Sick Leave Days (Unplanned)	103	109	106	86	-18%	691	86	168	691	803	1,570
Other Leave Days (Planned)	630	591	844	666	-21%	3,832	486	844	3,832	3,885	7,055
Overtime Hrs.	1,262	827	1,163	493	-58%	6,890	493	1,651	6,890	3,911	8,188
OT Annual Budget									\$109,038	\$125,591	125,591
OT Spent	\$31,903	\$21,032	\$29,142	\$12,570	-57%	\$174,051	\$12,570	\$42,335	\$174,051	\$97,420	201,524
% of Budget Spent	102.1%	121.4%	148.1%	159.6%	8%				159.6%	77.6%	160.5%

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PerformanceMetrics											
District 4	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	88.2%			0.0%		88.2%	88.2%	88.2%			88.9%
Branch Visit Time	33.15	26.91	27.02	21.13	-22%	30.06	21.13	37.28			28.94
Branch Waiting Time	26.50	20.16	20.38	14.59	-28%	23.39	14.59	30.47			22.22
Branch Processing Time	6.66	6.75	6.64	6.54	-2%	6.67	6.54	6.81			6.73
Branch Customers Served	105,790	131,238	88,519	102,683	16%	114,114	88,519	142,705	684,683	678,716	1,377,881
Drivers License Visit Time	46.14	36.78	39.26	30.17	-23%	43.19	30.17	56.36			38.62
DLS Waiting Time	37.65	28.14	30.83	22.11	-28%	34.78	22.11	47.81			30.05
DLS Processing Time	8.50	8.64	8.43	8.06	-4%	8.41	8.06	8.64			8.57
DLS Customers Served	38,180	47,178	33,086	37,926	15%	41,918	33,086	51,746	251,509	242,742	486,810
Vehicle Services Visit Time	26.91	21.69	20.24	16.49	-19%	23.40	16.49	27.93			25.01
VS Wait Time	21.20	15.92	14.55	10.74	-26%	17.66	10.74	22.23			19.22
VS Processing Time	5.71	5.77	5.69	5.75	1%	5.73	5.69	5.77			5.78
VS Customers Served	49,147	60,355	39,085	45,999	18%	52,139	39,085	67,155	312,836	317,676	641,642
ICD/Misc Visit Time	21.50	19.70	18.64	14.26	-23%	18.88	14.26	21.50			19.00
ICD/Misc Wait Time	16.04	14.22	13.30	8.86	-33%	13.41	8.86	16.04			13.44
ICD/Misc Processing Time	5.46	5.49	5.33	5.40	1%	5.47	5.33	5.62			5.55
ICD/Misc Customers Served	18,463	23,705	16,348	18,758	15%	20,056	16,348	23,804	120,338	118,298	249,429
Total Transactions	148,351	141,819	129,265	118,782	-8%	143,006	118,782	165,224	858,036	849,958	1,705,040
DLS Transactions	65,298	65,857	56,379	54,455	-3%	64,087	54,455	74,209	384,521	388,354	767,320
Title & Registration Transactions	65,697	58,678	55,591	49,210	-11%	61,671	49,210	72,398	370,024	362,071	727,071
Other	17,356	17,284	17,295	15,117	-13%	17,249	15,117	18,617	103,491	17,357	210,649
Personnel											
Filled PINS	234	235	239	239	0%	236	234	239			235
Filled Contract Employees	2	3	3	5	67%	3	2	5			4
State Temporary Employees	14	13	12	11	-8%	13	11	15			15
Agency Temporary Employees	3	4	3	3	0%	3	3	4			4
# Vacancies (PIN & Contract)	16	14	10	10	0%	14	10	16			14
% Vacant Positions	6.3%	5.5%	3.9%	3.9%	0%	5.3%	3.9%	6.3%			5.2%
Total Leave Days	1,356	1,419	1,775	1,427	-20%	8,415	1,117	1,775	8,415	8,948	15,975
Sick Leave Days (Unplanned)	292	332	265	238	-10%	1,641	217	332	1,641	1,670	3,186
Other Leave Days (Planned)	1,064	1,087	1,510	1,189	-21%	6,774	820	1,510	6,774	7,278	12,892
Overtime Hrs.	1,486	1,328	1,667	729	-56%	8,765	729	1,885	8,765	8,266	15,701
OT Annual Budget									\$389,218	\$448,630	448,630
OT Spent	\$37,708	\$33,659	\$42,834	\$18,627	-57%	\$228,589	\$18,627	\$51,964	\$228,589	\$213,972	403,390
% of Budget Spent	34.3%	42.9%	53.9%	58.7%	9%				58.7%	47.7%	89.9%

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PerformanceMetrics											
Baltimore City 9921	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	73.8%			0.0%		73.8%	73.8%	73.8%			85.8%
Branch Visit Time	40.03	30.80	35.78	32.77	-8%	37.06	30.80	46.43			33.41
Branch Waiting Time	34.27	25.11	30.05	26.87	-11%	31.24	25.11	40.46			27.75
Branch Processing Time	5.76	5.69	5.74	5.90	3%	5.83	5.69	5.97			5.67
Branch Customers Served	23,773	30,105	20,675	23,324	13%	26,174	20,675	32,320	157,046	160,910	324,997
Drivers License Visit Time	55.05	44.67	50.31	42.78	-15%	52.68	42.78	66.24			43.93
DLS Waiting Time	47.24	37.00	42.70	34.84	-18%	44.88	34.84	58.43			36.37
DLS Processing Time	7.81	7.67	7.61	7.93	4%	7.80	7.61	7.99			7.56
DLS Customers Served	10,352	12,893	9,290	10,323	11%	11,703	9,290	14,287	70,220	71,550	141,232
Vehicle Services Visit Time	30.58	19.57	24.37	25.11	3%	24.92	19.57	30.58			25.05
VS Wait Time	26.18	15.48	20.20	20.72	3%	20.67	15.48	26.18			20.82
VS Processing Time	4.40	4.09	4.17	4.39	5%	4.26	4.09	4.40			4.23
VS Customers Served	9,345	11,784	7,824	8,768	12%	10,021	7,824	13,027	60,123	62,639	128,392
ICD/Misc Visit Time	21.33	21.30	22.98	22.89	0%	21.81	19.31	23.07			23.98
ICD/Misc Wait Time	17.42	16.80	18.61	18.87	1%	17.59	14.88	18.97			19.79
ICD/Misc Processing Time	3.91	4.51	4.37	4.02	-8%	4.22	3.91	4.51			4.19
ICD/Misc Customers Served	4,076	5,428	3,561	4,233	19%	4,451	3,561	5,428	26,703	26,721	55,373
Total Transactions	29,652	29,681	26,863	24,915	-7%	29,703	24,915	34,612	178,218	182,002	363,785
DLS Transactions	16,742	16,619	14,378	14,200	-1%	16,825	14,200	20,080	100,950	103,118	203,125
Title & Registration Transactions	8,752	8,555	8,101	6,802	-16%	8,664	6,802	10,023	51,983	54,989	109,519
Other	4,158	4,507	4,384	3,913	-11%	4,214	3,814	4,509	25,285	23,895	51,141
Personnel											
Filled PINS	45	45	44	45	2%	45	44	45			44
Filled Contract Employees	2	2	3	3	0%	2	2	3			2
State Temporary Employees	4	4	4	5	25%	4	4	5			4
Agency Temporary Employees	4	4	2	2	0%	3	2	4			4
# Vacancies (PIN & Contract)	2	1	2	1	-50%	2	1	3			1
% Vacant Positions	4.3%	2.1%	4.3%	2.1%	-51%	3.6%	2.1%	6.5%			2.2%
Total Leave Days	277	264	354	280	-21%	1,625	214	354	1,625	1,719	3,143
Sick Leave Days (Unplanned)	42	43	35	29	-17%	223	29	43	223	383	655
Other Leave Days (Planned)	235	222	319	251	-21%	1,402	178	319	1,402	1,336	2,488
Overtime Hrs.	394	352	478	345	-28%	2,539	345	582	2,539	1,881	3,635
OT Annual Budget									\$78,583	\$0	90,514
OT Spent	\$10,999	\$9,612	\$12,852	\$8,372	-35%	\$68,496	\$8,372	\$15,820	\$68,496	\$49,979	95,470
% of Budget Spent	47.9%	60.2%	76.5%	87.2%	14%				87.2%	210.5%	105.5%

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PerformanceMetrics											
Cumberland 9911	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	97.9%			0.0%		97.9%	97.9%	97.9%			98.9%
Branch Visit Time	13.68	11.17	11.42	10.76	-6%	12.89	10.76	15.75			12.08
Branch Waiting Time	8.39	5.97	6.04	5.12	-15%	7.44	5.12	10.15			6.26
Branch Processing Time	5.29	5.20	5.38	5.63	5%	5.45	5.20	5.63			5.82
Branch Customers Served	6,047	7,866	4,743	4,821	2%	6,367	4,743	8,485	38,199	38,360	77,867
Drivers License Visit Time	17.30	14.98	13.83	13.07	-5%	15.98	13.07	20.66			14.35
DLS Waiting Time	10.36	7.75	6.97	5.83	-16%	8.89	5.83	13.30			7.24
DLS Processing Time	6.94	7.23	6.86	7.25	6%	7.09	6.86	7.36			7.11
DLS Customers Served	1,964	2,478	1,611	1,705	6%	2,063	1,611	2,482	12,378	12,179	25,045
Vehicle Services Visit Time	11.94	9.14	10.29	9.47	-8%	11.35	9.14	13.77			10.33
VS Wait Time	7.60	5.10	5.82	4.84	-17%	6.93	4.84	9.20			5.74
VS Processing Time	4.33	4.04	4.47	4.63	3%	4.42	4.04	4.63			4.59
VS Customers Served	3,575	4,706	2,670	2,620	-2%	3,740	2,620	5,310	22,440	22,705	45,637
ICD/Misc Visit Time	11.30	10.54	9.55	9.87	3%	10.84	9.55	12.59			10.63
ICD/Misc Wait Time	4.94	4.53	3.72	4.33	16%	4.78	3.72	6.24			4.64
ICD/Misc Processing Time	6.36	6.01	5.83	5.55	-5%	6.07	5.55	6.36			5.99
ICD/Misc Customers Served	508	682	462	496	7%	564	462	693	3,381	3,476	7,185
Total Transactions	8,891	8,752	7,194	5,574	-23%	8,273	5,574	9,646	49,639	50,461	103,397
DLS Transactions	3,480	3,480	2,950	2,492	-16%	3,288	2,492	3,783	19,726	19,435	40,192
Title & Registration Transactions	4,893	4,748	3,779	2,703	-28%	4,481	2,703	5,497	26,888	27,840	56,921
Other	518	524	465	379	-18%	504	379	595	3,025	3,186	6,284
Personnel											
Filled PINS	18	18	18	18	0%	18	17	20			17
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	1	1	1	1	0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	2	3	2	1	-50%	2	1	3			4
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	99	100	142	96	-32%	710	96	156	710	794	1,328
Sick Leave Days (Unplanned)	10	10	4	10	144%	85	4	26	85	143	242
Other Leave Days (Planned)	90	90	138	86	-38%	625	86	138	625	651	1,086
Overtime Hrs.	18	25	23	7	-70%	213	7	82	213	72	155
OT Annual Budget									\$3,656	\$0	4,210
OT Spent	\$500	\$607	\$537	\$196	-64%	\$6,037	\$196	\$2,465	\$6,037	\$1,955	4,226
% of Budget Spent	128.5%	145.1%	159.8%	165.1%	3%				165.1%	169.3%	100.4%

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PerformanceMetrics											
Frederick 9912	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	87.6%			0.0%		87.6%	87.6%	87.6%			82.5%
Branch Visit Time	41.68	31.81	32.87	23.58	-28%	34.55	23.58	41.68			28.13
Branch Waiting Time	36.67	26.57	27.70	18.36	-34%	29.40	18.36	36.67			22.37
Branch Processing Time	5.01	5.24	5.17	5.22	1%	5.15	4.89	5.37			5.77
Branch Customers Served	15,884	19,311	12,848	15,144	18%	17,285	12,848	22,422	103,710	95,094	194,876
Drivers License Visit Time	47.69	37.13	38.14	28.33	-26%	40.69	28.33	50.75			32.78
DLS Waiting Time	41.48	30.94	31.94	22.27	-30%	34.53	22.27	44.81			25.54
DLS Processing Time	6.20	6.19	6.20	6.06	-2%	6.17	5.94	6.40			7.24
DLS Customers Served	7,097	8,980	6,366	7,378	16%	8,141	6,366	10,290	48,843	39,511	81,440
Vehicle Services Visit Time	39.12	29.12	30.49	19.90	-35%	31.20	19.90	39.12			25.81
VS Wait Time	35.29	24.75	26.46	15.64	-41%	27.11	15.64	35.29			21.29
VS Processing Time	3.83	4.37	4.03	4.26	6%	4.09	3.83	4.37			4.52
VS Customers Served	7,271	8,477	5,297	6,311	19%	7,535	5,297	10,081	45,207	45,566	92,909
ICD/Misc Visit Time	19.68	16.71	15.48	16.62	7%	17.58	15.48	19.90			18.68
ICD/Misc Wait Time	14.34	11.86	10.59	11.32	7%	12.46	10.59	14.43			13.08
ICD/Misc Processing Time	5.34	4.85	4.89	5.29	8%	5.13	4.85	5.47			5.60
ICD/Misc Customers Served	1,516	1,854	1,185	1,455	23%	1,610	1,185	2,051	9,660	10,017	20,527
Total Transactions	17,361	16,895	14,998	14,364	-4%	17,485	14,364	21,010	104,909	99,353	196,178
DLS Transactions	9,356	9,648	8,416	8,522	1%	9,758	8,416	11,516	58,551	58,563	116,472
Title & Registration Transactions	7,023	6,266	5,664	5,047	-11%	6,738	5,047	8,360	40,426	34,473	66,656
Other	982	981	918	795	-13%	989	795	1,134	5,932	6,317	13,050
Personnel											
Filled PINS	24	24	25	25	0%	25	24	25			25
Filled Contract Employees	0	0	0	0	0%	0	0	0			1
State Temporary Employees	4	3	2	2	0%	3	2	4			4
Agency Temporary Employees	1	0	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	2	2	1	1	0%	1	1	2			0
% Vacant Positions	8.3%	8.3%	4.0%	4.0%	0%	5.5%	4.0%	8.3%			0.0%
Total Leave Days	153	132	185	113	-39%	798	81	185	798	949	1,684
Sick Leave Days (Unplanned)	28	16	12	16	33%	87	7	28	87	146	263
Other Leave Days (Planned)	125	115	173	97	-44%	711	72	173	711	803	1,422
Overtime Hrs.	136	130	145	29	-80%	800	29	193	800	508	1,159
OT Annual Budget									\$22,610	\$0	26,043
OT Spent	\$3,659	\$3,553	\$4,030	\$806	-80%	\$22,201	\$806	\$5,385	\$22,201	\$13,175	30,092
% of Budget Spent	61.1%	76.8%	0.0%	0.0%	0%				98.2%	215.6%	115.5%

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 District 1

PerformanceMetrics											
Hagerstown 9913	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	96.0%			0.0%		96.0%	96.0%	96.0%			98.9%
Branch Visit Time	20.13	15.15	15.42	14.61	-5%	16.67	14.61	20.13			15.61
Branch Waiting Time	14.75	9.73	9.55	9.22	-3%	11.13	9.22	14.75			10.10
Branch Processing Time	5.39	5.43	5.87	5.39	-8%	5.54	5.39	5.87			5.52
Branch Customers Served	11,129	14,164	9,039	10,757	19%	12,037	9,039	15,267	72,222	68,730	140,269
Drivers License Visit Time	21.48	17.76	16.59	18.30	10%	18.93	16.59	21.67			17.27
DLS Waiting Time	14.90	10.83	9.45	11.35	20%	12.01	9.45	14.90			10.24
DLS Processing Time	6.58	6.93	7.14	6.94	-3%	6.92	6.58	7.14			7.02
DLS Customers Served	3,837	4,782	3,338	3,761	13%	4,170	3,338	5,056	25,022	23,654	48,380
Vehicle Services Visit Time	20.09	13.78	14.90	12.90	-13%	15.74	12.90	20.09			14.88
VS Wait Time	15.40	9.24	9.91	8.44	-15%	11.05	8.44	15.40			10.31
VS Processing Time	4.68	4.54	5.00	4.45	-11%	4.69	4.45	5.00			4.57
VS Customers Served	6,002	7,689	4,596	5,692	24%	6,449	4,596	8,515	38,694	37,419	75,594
ICD/Misc Visit Time	16.66	13.18	14.25	11.15	-22%	14.07	11.15	16.66			13.48
ICD/Misc Wait Time	11.30	7.79	8.40	6.07	-28%	8.62	6.07	11.30			7.95
ICD/Misc Processing Time	5.36	5.39	5.85	5.08	-13%	5.45	5.08	5.85			5.54
ICD/Misc Customers Served	1,290	1,693	1,105	1,304	18%	1,418	1,105	1,696	8,506	7,657	16,295
Total Transactions	16,579	16,481	14,244	12,558	-12%	16,045	12,558	18,728	96,270	96,992	196,730
DLS Transactions	7,640	7,685	6,415	6,075	-5%	7,352	6,075	8,408	44,112	43,892	88,913
Title & Registration Transactions	7,730	7,608	6,789	5,709	-16%	7,574	5,709	8,945	45,446	46,377	94,058
Other	1,209	1,188	1,040	774	-26%	1,119	774	1,375	6,712	6,723	13,759
Personnel											
Filled PINS	20	20	20	20	0%	20	20	20			20
Filled Contract Employees	1	2	2	2	0%	2	1	2			2
State Temporary Employees	2	2	2	2	0%	2	2	2			2
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	141	143	169	145	-14%	831	101	169	831	886	1,559
Sick Leave Days (Unplanned)	22	42	30	9	-69%	137	9	42	137	178	286
Other Leave Days (Planned)	119	101	140	136	-3%	694	85	140	694	708	1,273
Overtime Hrs.	17	23	28	18	-36%	118	13	28	118	56	116
OT Annual Budget									\$1,382	\$0	1,591
OT Spent	\$416	\$534	\$766	\$400	-48%	\$2,951	\$356	\$766	\$2,951	\$1,299	2,637
% of Budget Spent	90.5%	129.2%	184.6%	213.5%	16%				213.5%	323.3%	165.7%

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PerformanceMetrics											
Oakland Satellite 9915	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	98.7%			0.0%		98.7%	98.7%	98.7%			95.7%
Branch Visit Time	20.67	11.75	17.94	11.13	-38%	18.29	11.13	29.80			16.05
Branch Waiting Time	16.65	8.01	13.98	6.92	-50%	14.23	6.92	25.33			11.41
Branch Processing Time	4.02	3.73	3.96	4.20	6%	4.06	3.73	4.47			4.64
Branch Customers Served	1,364	1,678	868	844	-3%	1,323	844	1,830	7,935	5,979	13,923
Drivers License Visit Time	29.28	17.48	28.55	13.95	-51%	26.24	13.95	42.80			22.30
DLS Waiting Time	23.87	12.01	22.77	7.51	-67%	20.41	7.51	36.72			15.32
DLS Processing Time	5.40	5.47	5.78	6.44	12%	5.83	5.40	6.44			6.98
DLS Customers Served	544	629	322	276	-14%	486	276	633	2,916	2,122	5,154
Vehicle Services Visit Time	14.93	8.38	11.56	9.64	-17%	13.39	8.38	21.65			12.01
VS Wait Time	11.80	5.66	8.69	6.54	-25%	10.35	5.66	18.16			8.74
VS Processing Time	3.13	2.72	2.87	3.10	8%	3.04	2.72	3.49			3.26
VS Customers Served	820	1,049	546	568	4%	837	546	1,197	5,019	3,857	8,769
ICD/Misc Visit Time	0.00	0.00	0.00	0.00	0%	0.00	0.00	0.00			0.00
ICD/Misc Wait Time	0.00	0.00	0.00	0.00	0%	0.00	0.00	0.00			0.00
ICD/Misc Processing Time	0.00	0.00	0.00	0.00	0%	0.00	0.00	0.00			0.00
ICD/Misc Customers Served	0	0	0	0	0%	0	0	0	0	0	0
Total Transactions	1,471	1,347	1,076	840	-22%	2,120	840	6,376	12,720	8,091	16,222
DLS Transactions	605	551	433	400	-8%	1,333	400	5,389	8,000	3,317	6,766
Title & Registration Transactions	866	796	641	440	-31%	786	440	988	4,718	4,774	9,456
Other	0	0	2	0	-100%	2	2	2	2	0	0
Personnel											
Filled PINS	0	0	0	0	0%	0	0	0			0
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	0	0	0	0	0%	0	0	0	0	0	0
Sick Leave Days (Unplanned)	0	0	0	0	0%	0	0	0	0	0	0
Other Leave Days (Planned)	0	0	0	0	0%	0	0	0	0	0	0
Overtime Hrs.	0	0	0	0	0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$0	0
OT Spent	\$0	\$0	\$0	\$0	0%	\$0	\$0	\$0	\$0	\$0	0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0%				#DIV/0!	0.0%	#DIV/0!

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PerformanceMetrics											
Westminister 9914	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	85.9%			0.0%		85.9%	85.9%	85.9%			84.1%
Branch Visit Time	33.75	31.32	29.62	26.02	-12%	33.01	26.02	40.93			27.07
Branch Waiting Time	27.28	24.55	23.19	19.60	-15%	26.49	19.60	34.38			20.79
Branch Processing Time	6.48	6.77	6.43	6.42	0%	6.52	6.42	6.77			6.28
Branch Customers Served	10,498	12,791	8,498	9,753	15%	11,428	8,498	15,173	68,568	71,525	141,365
Drivers License Visit Time	37.97	36.28	35.93	29.38	-18%	38.60	29.38	48.53			31.09
DLS Waiting Time	31.07	29.20	29.37	22.72	-23%	31.73	22.72	41.41			24.42
DLS Processing Time	6.90	7.08	6.57	6.66	1%	6.87	6.57	7.12			6.68
DLS Customers Served	5,483	6,966	4,822	5,213	8%	6,229	4,822	8,182	37,373	36,865	72,871
Vehicle Services Visit Time	29.95	26.05	21.95	22.69	3%	27.14	21.95	32.74			22.78
VS Wait Time	24.05	19.66	15.75	16.65	6%	21.13	15.75	27.06			17.16
VS Processing Time	5.89	6.39	6.20	6.04	-3%	6.01	5.68	6.39			5.62
VS Customers Served	3,962	4,432	2,759	3,458	25%	4,042	2,759	5,591	24,254	27,145	53,284
ICD/Misc Visit Time	24.93	21.72	19.43	18.74	-4%	21.80	18.74	24.93			21.33
ICD/Misc Wait Time	18.20	15.11	12.90	12.03	-7%	15.19	12.03	18.20			14.59
ICD/Misc Processing Time	6.72	6.62	6.53	6.71	3%	6.61	6.50	6.72			6.73
ICD/Misc Customers Served	1,053	1,393	917	1,082	18%	1,157	917	1,400	6,941	7,515	15,210
Total Transactions	15,379	15,021	13,511	12,085	-11%	16,883	12,085	23,858	101,301	93,994	185,297
DLS Transactions	9,722	9,895	8,577	7,790	-9%	11,376	7,790	17,359	68,259	59,509	117,152
Title & Registration Transactions	4,818	4,313	4,127	3,616	-12%	4,709	3,616	5,716	28,251	29,460	57,985
Other	839	813	807	679	-16%	799	679	839	4,791	5,025	10,160
Personnel											
Filled PINS	25	25	25	25	0%	25	25	25			25
Filled Contract Employees	1	0	0	0	0%	1	1	1			0
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	1	1	1	1	0%	1	1	1			0
# Vacancies (PIN & Contract)	1	0	0	0	0%	1	1	1			0
% Vacant Positions	3.8%	0.0%	0.0%	0.0%	0%	3.8%	3.8%	3.8%			0.0%
Total Leave Days	141	130	185	144	-22%	843	109	185	843	888	1,648
Sick Leave Days (Unplanned)	21	33	16	19	18%	130	16	33	130	215	443
Other Leave Days (Planned)	120	97	169	125	-26%	713	93	169	713	673	1,205
Overtime Hrs.	144	129	192	88	-54%	955	88	230	955	814	1,516
OT Annual Budget									\$23,715	\$0	27,316
OT Spent	\$3,742	\$3,308	\$5,037	\$2,356	-53%	\$24,713	\$2,356	\$5,999	\$24,713	\$26,022	42,693
% of Budget Spent	59.1%	73.0%	94.3%	104.2%	11%				104.2%	359.8%	156.3%

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PerformanceMetrics											
White Oak 9936	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	85.1%			0.0%		85.1%	85.1%	85.1%			75.0%
Branch Visit Time	40.55	34.62	36.98	31.27	-15%	38.31	31.27	43.28			33.07
Branch Waiting Time	33.93	27.82	30.25	24.48	-19%	31.71	24.48	37.02			26.82
Branch Processing Time	6.63	6.80	6.74	6.79	1%	6.60	6.25	6.80			6.26
Branch Customers Served	17,425	22,544	15,166	18,882	25%	18,763	15,166	22,544	112,576	121,374	237,511
Drivers License Visit Time	54.83	40.95	44.75	34.99	-22%	48.49	34.99	61.58			40.08
DLS Waiting Time	46.10	31.90	36.03	26.45	-27%	39.84	26.45	53.05			31.84
DLS Processing Time	8.73	9.05	8.71	8.53	-2%	8.65	8.36	9.05			8.24
DLS Customers Served	7,422	9,187	6,512	8,102	24%	7,971	6,512	9,187	47,827	46,959	92,351
Vehicle Services Visit Time	31.14	32.72	33.88	31.35	-7%	33.25	31.14	39.08			31.05
VS Wait Time	25.73	27.22	28.34	25.49	-10%	27.90	25.49	34.19			25.85
VS Processing Time	5.40	5.50	5.54	5.87	6%	5.35	4.88	5.87			5.21
VS Customers Served	7,753	10,228	6,440	8,198	27%	8,239	6,440	10,228	49,431	57,616	111,497
ICD/Misc Visit Time	23.21	21.10	22.56	19.28	-15%	21.48	19.28	23.21			18.90
ICD/Misc Wait Time	18.99	16.52	18.10	15.04	-17%	17.23	15.04	19.15			14.57
ICD/Misc Processing Time	4.22	4.58	4.46	4.24	-5%	4.25	3.97	4.58			4.33
ICD/Misc Customers Served	2,250	3,129	2,214	2,582	17%	2,553	2,214	3,129	15,318	16,799	33,663
Total Transactions	21,187	21,266	18,238	18,012	-1%	20,268	18,012	23,624	121,610	137,970	263,290
DLS Transactions	11,686	11,895	9,553	9,703	2%	11,307	9,553	13,722	67,844	70,871	137,300
Title & Registration Transactions	7,728	7,597	7,035	6,861	-2%	7,323	6,605	8,111	43,937	58,928	107,077
Other	1,773	1,774	1,650	1,448	-12%	1,638	1,393	1,791	9,829	8,171	18,913
Personnel											
Filled PINS	36	38	38	36	-5%	37	36	38			36
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	2	2	2	2	0%	2	2	2			2
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	3	1	1	3	200%	2	1	3			4
% Vacant Positions	8.5%	2.7%	2.6%	8.3%	217%	6.0%	2.6%	8.5%			11.3%
Total Leave Days	233	232	309	208	-33%	1,374	153	309	1,374	1,264	2,444
Sick Leave Days (Unplanned)	49	40	53	27	-49%	263	27	53	263	184	393
Other Leave Days (Planned)	184	192	256	181	-29%	1,111	108	256	1,111	1,079	2,051
Overtime Hrs.	449	302	440	183	-58%	2,041	183	449	2,041	1,493	3,549
OT Annual Budget									\$72,998	\$0	84,081
OT Spent	\$10,934	\$7,458	\$10,276	\$4,306	-58%	\$50,102	\$4,306	\$10,934	\$50,102	\$35,592	83,119
% of Budget Spent	38.4%	48.7%	62.7%	68.6%	9%				68.6%	152.3%	98.9%

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PerformanceMetrics											
Bel Air 9922	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	98.6%			0.0%		98.6%	98.6%	98.6%			88.5%
Branch Visit Time	37.20	32.39	33.22	28.72	-14%	33.12	28.72	37.20			27.71
Branch Waiting Time	30.53	25.64	26.53	22.44	-15%	26.43	22.44	30.53			21.15
Branch Processing Time	6.67	6.75	6.70	6.28	-6%	6.69	6.28	6.98			6.56
Branch Customers Served	15,580	19,060	12,593	15,391	22%	16,764	12,593	21,210	100,586	102,400	206,513
Drivers License Visit Time	47.93	37.92	39.58	34.89	-12%	41.30	34.89	47.93			32.52
DLS Waiting Time	38.84	29.03	31.45	26.95	-14%	32.63	26.95	38.84			23.85
DLS Processing Time	9.09	8.90	8.13	7.94	-2%	8.67	7.94	9.09			8.66
DLS Customers Served	6,466	7,802	5,677	6,578	16%	7,124	5,677	8,794	42,744	43,234	86,146
Vehicle Services Visit Time	32.41	31.28	31.20	27.23	-13%	30.03	22.21	35.82			26.33
VS Wait Time	27.22	26.06	25.64	22.20	-13%	24.71	16.84	30.30			21.28
VS Processing Time	5.19	5.22	5.56	5.04	-9%	5.32	5.04	5.56			5.06
VS Customers Served	7,222	9,007	5,378	6,985	30%	7,651	5,378	10,010	45,905	47,327	95,810
ICD/Misc Visit Time	13.61	16.35	17.33	14.51	-16%	15.24	12.76	17.33			15.80
ICD/Misc Wait Time	9.22	10.72	11.83	9.24	-22%	10.14	8.04	11.83			10.72
ICD/Misc Processing Time	4.39	5.63	5.50	5.27	-4%	5.11	4.39	5.63			5.08
ICD/Misc Customers Served	1,892	2,251	1,538	1,828	19%	1,990	1,538	2,406	11,937	11,839	24,557
Total Transactions	25,087	24,018	22,976	20,850	-9%	24,960	20,850	28,527	149,762	149,424	296,192
DLS Transactions	11,924	11,388	10,669	10,206	-4%	12,005	10,206	13,994	72,028	72,033	143,794
Title & Registration Transactions	11,074	10,505	10,177	8,810	-13%	10,845	8,810	12,360	65,072	63,064	123,916
Other	2,089	2,125	2,130	1,834	-14%	2,110	1,834	2,311	12,662	14,327	28,482
Personnel											
Filled PINS	34	33	32	34	6%	33	32	35			35
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	4	4	3	2	-33%	4	2	4			4
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	2	3	4	2	-50%	2	1	4			1
% Vacant Positions	6.0%	9.2%	12.5%	5.9%	-53%	6.8%	2.9%	12.5%			2.9%
Total Leave Days	255	215	251	201	-20%	1,327	188	255	1,327	1,218	2,258
Sick Leave Days (Unplanned)	33	29	19	27	39%	162	19	35	162	154	334
Other Leave Days (Planned)	222	186	232	174	-25%	1,165	153	232	1,165	1,064	1,924
Overtime Hrs.	330	318	426	245	-42%	1,929	245	426	1,929	1,265	2,317
OT Annual Budget									\$61,246	\$0	70,544
OT Spent	\$9,076	\$8,844	\$11,815	\$6,600	-44%	\$54,733	\$6,600	\$11,815	\$54,733	\$33,718	62,209
% of Budget Spent	44.9%	59.3%	78.6%	89.4%	14%				89.4%	184.6%	88.2%

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PerformanceMetrics											
Elkton 9923	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Change	Avg	Min			
Customer Survey Results	74.8%			0.0%		74.8%	74.8%	74.8%			95.8%
Branch Visit Time	24.28	20.47	19.29	17.07	-11%	20.95	17.07	24.28			15.46
Branch Waiting Time	17.96	14.30	12.87	10.67	-17%	14.62	10.67	17.96			8.86
Branch Processing Time	6.32	6.17	6.42	6.40	0%	6.33	6.16	6.51			6.60
Branch Customers Served	8,015	10,118	6,343	7,211	14%	8,584	6,343	11,230	51,503	50,570	102,687
Drivers License Visit Time	17.31	17.17	13.54	15.58	15%	18.30	13.54	24.64			13.60
DLS Waiting Time	9.81	9.58	6.28	8.15	30%	10.69	6.28	16.83			5.43
DLS Processing Time	7.50	7.60	7.26	7.43	2%	7.60	7.26	8.03			8.17
DLS Customers Served	2,690	3,380	2,299	2,484	8%	2,918	2,299	3,699	17,508	17,066	34,239
Vehicle Services Visit Time	30.61	24.39	24.47	18.93	-23%	24.25	18.93	30.61			17.05
VS Wait Time	25.02	19.18	18.75	13.25	-29%	18.80	13.25	25.02			11.44
VS Processing Time	5.59	5.21	5.73	5.68	-1%	5.45	5.09	5.73			5.61
VS Customers Served	4,378	5,504	3,292	3,894	18%	4,670	3,292	6,290	28,017	27,693	56,257
ICD/Misc Visit Time	14.05	12.32	12.98	12.91	-1%	13.23	12.32	14.05			12.83
ICD/Misc Wait Time	7.38	5.71	6.03	6.16	2%	6.42	5.71	7.38			6.06
ICD/Misc Processing Time	6.67	6.61	6.95	6.75	-3%	6.81	6.61	7.17			6.77
ICD/Misc Customers Served	947	1,234	752	833	11%	996	752	1,241	5,978	5,811	12,191
Total Transactions	12,465	12,341	10,678	9,512	-11%	12,074	9,512	13,836	72,444	77,715	157,314
DLS Transactions	5,431	5,315	4,459	4,190	-6%	5,219	4,190	6,091	31,311	30,477	61,139
Title & Registration Transactions	6,019	6,055	5,270	4,540	-14%	5,879	4,540	6,850	35,273	40,938	83,683
Other	1,015	971	949	782	-18%	977	782	1,161	5,860	6,300	12,492
Personnel											
Filled PINS	21	20	20	21	5%	21	20	21			21
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	0	0	0	0	0%	1	1	1			0
Agency Temporary Employees	2	2	2	2	0%	2	2	2			2
# Vacancies (PIN & Contract)	0	1	1	0	-100%	1	1	1			0
% Vacant Positions	0.0%	5.0%	5.0%	0.0%	-100%	5.0%	5.0%	5.0%			0.0%
Total Leave Days	155	119	149	127	-15%	786	92	155	786	756	1,353
Sick Leave Days (Unplanned)	23	12	16	14	-17%	105	12	29	105	97	181
Other Leave Days (Planned)	133	107	133	113	-15%	681	80	133	681	659	1,172
Overtime Hrs.	66	66	135	27	-80%	492	27	135	492	359	636
OT Annual Budget									\$24,145	\$0	27,811
OT Spent	\$1,907	\$1,960	\$3,559	\$792	-78%	\$13,761	\$792	\$3,559	\$13,761	\$9,985	17,652
% of Budget Spent	30.9%	39.0%	53.7%	57.0%	6%				57.0%	123.5%	63.5%

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PerformanceMetrics											
Essex 9925	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	77.9%			0.0%		77.9%	77.9%	77.9%			77.5%
Branch Visit Time	46.33	42.44	49.36	30.03	-39%	45.86	30.03	54.51			36.03
Branch Waiting Time	39.61	35.44	42.47	23.39	-45%	38.98	23.39	47.53			29.30
Branch Processing Time	6.72	7.00	6.89	6.63	-4%	6.88	6.63	7.08			6.73
Branch Customers Served	15,819	19,958	12,683	15,919	26%	17,104	12,683	21,053	102,623	109,732	218,179
Drivers License Visit Time	57.31	56.39	66.59	35.20	-47%	60.19	35.20	72.84			44.83
DLS Waiting Time	47.28	46.09	56.34	25.71	-54%	50.07	25.71	62.63			35.30
DLS Processing Time	10.03	10.30	10.25	9.49	-7%	10.12	9.49	10.48			9.53
DLS Customers Served	6,754	8,565	5,590	6,939	24%	7,443	5,590	8,988	44,658	45,844	91,562
Vehicle Services Visit Time	41.90	36.08	44.08	29.66	-33%	40.42	29.66	46.79			34.08
VS Wait Time	37.43	31.37	39.55	25.02	-37%	35.82	25.02	41.99			29.09
VS Processing Time	4.47	4.71	4.52	4.64	3%	4.60	4.47	4.80			4.99
VS Customers Served	6,510	8,317	4,878	6,511	33%	6,964	4,878	8,986	41,785	46,423	91,261
ICD/Misc Visit Time	20.00	17.08	17.12	15.38	-10%	16.28	13.93	20.00			15.33
ICD/Misc Wait Time	16.13	13.09	13.35	11.39	-15%	12.39	9.91	16.13			11.32
ICD/Misc Processing Time	3.88	3.99	3.77	3.99	6%	3.89	3.72	4.02			4.01
ICD/Misc Customers Served	2,555	3,076	2,215	2,469	11%	2,697	2,215	3,079	16,180	17,465	35,356
Total Transactions	24,098	23,258	20,786	19,307	-7%	23,273	19,307	26,694	139,638	148,313	291,837
DLS Transactions	12,307	12,457	10,606	9,977	-6%	12,120	9,977	14,038	72,722	75,795	149,418
Title & Registration Transactions	9,059	8,429	7,728	7,071	-9%	8,686	7,071	10,187	52,114	57,363	112,240
Other	2,732	2,372	2,452	2,259	-8%	2,467	2,259	2,732	14,802	15,155	30,179
Personnel											
Filled PINS	29	28	27	28	4%	29	27	30			30
Filled Contract Employees	2	2	2	2	0%	2	2	2			2
State Temporary Employees	1	2	1	1	0%	1	1	2			1
Agency Temporary Employees	3	2	3	4	33%	3	2	4			3
# Vacancies (PIN & Contract)	3	4	5	4	-20%	4	2	5			0
% Vacant Positions	9.7%	13.3%	17.2%	13.3%	-23%	12.0%	6.3%	17.2%			0.0%
Total Leave Days	175	160	211	159	-25%	1,043	159	211	1,043	992	1,916
Sick Leave Days (Unplanned)	39	45	24	11	-52%	183	11	45	183	205	439
Other Leave Days (Planned)	136	116	187	147	-21%	860	116	187	860	788	1,478
Overtime Hrs.	251	195	338	185	-45%	1,645	185	401	1,645	911	2,190
OT Annual Budget									\$53,454	\$0	61,569
OT Spent	\$7,011	\$5,652	\$9,574	\$5,300	-45%	\$46,836	\$5,300	\$11,582	\$46,836	\$25,562	61,038
% of Budget Spent	49.2%	59.8%	77.7%	87.6%	13%				87.6%	157.7%	99.1%

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PerformanceMetrics											
Loveville 9944	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	85.9%			0.0%		85.9%	85.9%	85.9%			95.0%
Branch Visit Time	21.86	16.76	16.26	12.84	-21%	17.07	12.84	21.86			14.45
Branch Waiting Time	17.78	12.82	12.56	9.10	-28%	13.07	9.10	17.78			9.72
Branch Processing Time	4.08	3.94	3.70	3.74	1%	4.00	3.70	4.32			4.74
Branch Customers Served	7,574	8,767	6,001	6,867	14%	7,986	6,001	10,536	47,917	45,260	93,041
Drivers License Visit Time	29.43	19.37	18.40	14.66	-20%	21.47	14.66	29.43			16.73
DLS Waiting Time	25.72	16.23	15.26	11.45	-25%	17.78	11.45	25.72			11.13
DLS Processing Time	3.70	3.14	3.14	3.21	2%	3.69	3.14	4.82			5.60
DLS Customers Served	2,878	3,271	2,345	2,623	12%	3,053	2,345	3,868	18,318	16,896	34,151
Vehicle Services Visit Time	18.72	16.15	16.24	11.81	-27%	14.97	11.21	18.72			14.10
VS Wait Time	14.60	11.91	12.18	7.91	-35%	10.99	7.63	14.60			10.16
VS Processing Time	4.12	4.25	4.06	3.89	-4%	3.98	3.58	4.25			3.94
VS Customers Served	3,870	4,528	2,982	3,536	19%	4,084	2,982	5,626	24,504	23,538	48,444
ICD/Misc Visit Time	10.98	10.52	9.57	10.99	15%	10.59	9.57	11.47			9.12
ICD/Misc Wait Time	5.73	5.00	5.23	5.84	12%	5.44	4.87	5.95			4.58
ICD/Misc Processing Time	5.25	5.52	4.34	5.15	19%	5.16	4.34	5.53			4.54
ICD/Misc Customers Served	826	968	674	708	5%	849	674	1,042	5,095	4,826	10,446
Total Transactions	10,719	9,917	9,093	8,254	-9%	10,495	8,254	12,558	62,973	63,573	129,301
DLS Transactions	5,160	5,036	4,254	4,222	-1%	5,160	4,222	6,147	30,961	30,568	61,408
Title & Registration Transactions	4,939	4,343	4,277	3,625	-15%	4,787	3,625	5,821	28,722	30,080	61,498
Other	620	538	562	407	-28%	548	407	620	3,290	2,925	6,395
Personnel											
Filled PINS	12	12	12	12	0%	12	12	12			12
Filled Contract Employees	4	4	4	3	-25%	4	3	4			4
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	0	0	0	0	0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	89	107	119	98	-18%	548	59	119	548	638	1,085
Sick Leave Days (Unplanned)	7	30	19	20	8%	106	7	30	106	59	112
Other Leave Days (Planned)	82	77	100	78	-22%	442	38	100	442	579	973
Overtime Hrs.	55	28	37	28	-24%	198	17	55	198	126	301
OT Annual Budget									\$3,404	\$0	3,921
OT Spent	\$1,466	\$827	\$1,070	\$801	-25%	\$5,610	\$440	\$1,466	\$5,610	\$3,532	8,616
% of Budget Spent	85.5%	109.8%	141.3%	164.8%	17%				164.8%	321.9%	219.7%

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PerformanceMetrics											
Prince Frederick Satellite 9945	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Change	Avg	Min			
Customer Survey Results	0.0%			0.0%		0.0%	0.0%	0.0%			98.0%
Branch Visit Time	27.75	13.50	16.39	10.07	-39%	20.04	10.07	27.87			13.28
Branch Waiting Time	23.85	10.62	14.38	7.66	-47%	17.11	7.66	23.85			9.53
Branch Processing Time	3.90	2.89	2.00	2.41	20%	2.93	1.98	4.39			3.75
Branch Customers Served	1,538	1,757	1,476	1,765	20%	1,707	1,476	2,027	10,240	264	9,708
Drivers License Visit Time	29.11	13.76	16.91	10.08	-40%	20.81	10.08	29.11			13.66
DLS Waiting Time	24.88	10.80	14.81	7.60	-49%	17.67	7.60	24.88			9.66
DLS Processing Time	4.24	2.96	2.10	2.48	18%	3.14	2.10	4.88			4.00
DLS Customers Served	1,271	1,636	1,361	1,637	20%	1,491	1,271	1,637	8,944	214	7,704
Vehicle Services Visit Time	22.25	9.29	9.79	9.50	-3%	14.81	9.29	24.21			10.96
VS Wait Time	20.41	7.52	8.73	7.64	-12%	13.26	7.52	22.23			8.69
VS Processing Time	1.84	1.77	1.06	1.86	76%	1.55	0.79	1.98			2.27
VS Customers Served	105	75	76	80	5%	100	75	154	601	24	745
ICD/Misc Visit Time	22.09	10.99	12.35	10.13	-18%	16.28	10.13	23.91			11.50
ICD/Misc Wait Time	19.29	8.20	11.28	7.51	-33%	14.15	7.51	21.28			8.39
ICD/Misc Processing Time	2.80	2.79	1.07	2.62	146%	2.14	0.90	2.80			3.11
ICD/Misc Customers Served	162	46	39	48	23%	116	39	251	695	26	1,259
Total Transactions	2,221	1,733	2,177	1,912	-12%	2,121	1,733	2,456	12,724	12,990	24,969
DLS Transactions	2,038	1,578	1,912	1,760	-8%	1,912	1,578	2,252	11,472	11,516	22,415
Title & Registration Transactions	174	141	246	124	-50%	180	124	246	1,079	1,330	2,164
Other	9	14	19	28	47%	29	9	58	173	144	390
Personnel											
Filled PINS	0	0	0	0	0%	0	0	0			0
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	0	0	0	0	0%	0	0	0	0	0	0
Sick Leave Days (Unplanned)	0	0	0	0	0%	0	0	0	0	0	0
Other Leave Days (Planned)	0	0	0	0	0%	0	0	0	0	0	0
Overtime Hrs.	0	0	0	0	0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$0	0
OT Spent	\$0	\$0	\$0	\$0	0%	\$0	\$0	\$0	\$0	\$0	0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0%				#DIV/0!	0.0%	#DIV/0!

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PerformanceMetrics											
Parkville 9926	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	0.0%			0.0%		0.0%	0.0%	0.0%			98.8%
Branch Visit Time	36.86	36.02	32.74	23.50	-28%	31.79	23.50	36.86			17.22
Branch Waiting Time	31.28	30.37	27.06	17.63	-35%	26.03	17.63	31.28			11.51
Branch Processing Time	5.58	5.65	5.68	5.87	3%	5.76	5.58	5.94			5.71
Branch Customers Served	8,774	10,762	7,638	8,793	15%	9,517	7,638	11,316	57,102	51,763	105,549
Drivers License Visit Time	46.08	45.80	41.88	29.34	-30%	39.69	29.34	46.08			20.34
DLS Waiting Time	39.50	39.12	35.14	22.38	-36%	32.87	22.38	39.50			13.66
DLS Processing Time	6.58	6.69	6.74	6.96	3%	6.83	6.58	7.02			6.68
DLS Customers Served	6,157	7,737	5,372	6,103	14%	6,753	5,372	8,008	40,515	36,560	74,417
Vehicle Services Visit Time	13.88	9.79	9.99	8.44	-15%	11.06	8.44	13.88			8.08
VS Wait Time	11.58	7.62	7.77	6.00	-23%	8.79	6.00	11.58			5.59
VS Processing Time	2.30	2.17	2.22	2.44	10%	2.27	2.17	2.44			2.49
VS Customers Served	1,762	2,130	1,553	1,895	22%	1,923	1,553	2,349	11,540	10,581	21,297
ICD/Misc Visit Time	19.99	13.51	14.06	13.54	-4%	16.02	13.51	19.99			12.85
ICD/Misc Wait Time	14.68	8.40	8.67	7.94	-8%	10.73	7.94	14.68			7.56
ICD/Misc Processing Time	5.31	5.10	5.39	5.60	4%	5.29	5.10	5.60			5.29
ICD/Misc Customers Served	855	895	713	795	12%	841	713	959	5,047	4,622	9,835
Total Transactions	13,414	13,440	12,258	11,729	-4%	13,084	11,729	15,462	78,505	89,436	169,708
DLS Transactions	10,538	10,649	9,347	9,105	-3%	10,150	9,105	12,095	60,899	62,679	124,946
Title & Registration Transactions	2,376	2,360	2,450	2,226	-9%	2,483	2,226	2,917	14,895	24,780	40,418
Other	500	431	461	398	-14%	452	398	500	2,711	1,977	4,344
Personnel											
Filled PINS	12	10	12	12	0%	12	10	12			12
Filled Contract Employees	1	1	1	2	100%	1	1	2			1
State Temporary Employees	1	1	1	0	-100%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	2	4	1	1	0%	2	1	4			1
% Vacant Positions	0.2%	0.4%	0.1%	0.1%	-10%	0.2%	0.1%	0.4%			7.7%
Total Leave Days	81	79	96	88	-8%	483	57	96	483	345	666
Sick Leave Days (Unplanned)	30	28	16	6	-65%	111	6	30	111	63	113
Other Leave Days (Planned)	51	51	80	83	3%	372	32	83	372	282	552
Overtime Hrs.	6	19	99	23	-77%	165	6	99	165	11	35
OT Annual Budget									\$284	\$0	327
OT Spent	\$114	\$488	\$2,457	\$517	-79%	\$3,923	\$100	\$2,457	\$3,923	\$433	871
% of Budget Spent	162.3%	334.2%	1199.3%	1381.3%	15%				1381.3%	243.3%	266.2%

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 District 2

PerformanceMetrics											
Waldorf 9942	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	95.2%			0.0%		95.2%	95.2%	95.2%			93.8%
Branch Visit Time	23.37	19.71	18.65	16.65	-11%	21.86	16.65	27.63			16.82
Branch Waiting Time	16.59	12.97	11.95	10.04	-16%	15.15	10.04	20.82			10.39
Branch Processing Time	6.78	6.74	6.70	6.61	-1%	6.71	6.61	6.80			6.44
Branch Customers Served	17,889	22,064	14,362	17,980	25%	19,403	14,362	24,815	116,420	118,216	236,767
Drivers License Visit Time	28.78	23.74	26.78	19.77	-26%	29.17	19.77	41.69			21.39
DLS Waiting Time	20.55	15.41	18.45	11.57	-37%	21.04	11.57	33.80			13.72
DLS Processing Time	8.23	8.34	8.32	8.20	-1%	8.13	7.82	8.34			7.67
DLS Customers Served	7,260	8,331	5,768	7,047	22%	7,802	5,768	9,869	46,809	45,883	91,507
Vehicle Services Visit Time	20.05	17.73	13.90	15.90	14%	17.67	13.90	20.64			13.93
VS Wait Time	14.59	12.25	8.37	10.37	24%	12.13	8.37	15.13			8.66
VS Processing Time	5.46	5.47	5.53	5.53	0%	5.54	5.46	5.73			5.27
VS Customers Served	7,834	10,343	6,173	8,168	32%	8,635	6,173	11,397	51,807	54,192	107,483
ICD/Misc Visit Time	14.29	13.04	10.95	10.35	-6%	12.59	10.35	14.29			12.92
ICD/Misc Wait Time	7.52	6.19	5.08	4.62	-9%	6.14	4.62	7.52			6.14
ICD/Misc Processing Time	6.78	6.84	5.88	5.73	-3%	6.45	5.73	6.85			6.78
ICD/Misc Customers Served	2,795	3,390	2,421	2,765	14%	2,967	2,421	3,549	17,804	18,141	37,777
Total Transactions	29,604	27,925	25,531	23,419	-8%	28,043	23,419	33,182	168,258	173,820	350,995
DLS Transactions	13,504	12,712	11,186	10,834	-3%	12,651	10,834	15,939	75,905	79,710	159,076
Title & Registration Transactions	13,985	13,224	12,241	10,873	-11%	13,327	10,873	14,880	79,961	82,086	166,550
Other	2,115	1,989	2,104	1,712	-19%	2,065	1,712	2,363	12,392	12,024	25,369
Personnel											
Filled PINS	48	48	47	49	4%	48	47	49			49
Filled Contract Employees	0	0	1	1	0%	1	1	1			0
State Temporary Employees	7	7	6	6	0%	7	6	7			7
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	2	2	3	1	-67%	2	1	3			1
% Vacant Positions	4.2%	4.2%	6.3%	2.0%	-68%	3.4%	2.0%	6.3%			2.0%
Total Leave Days	292	313	381	286	-25%	1,798	256	381	1,798	1,953	3,466
Sick Leave Days (Unplanned)	23	47	25	43	69%	244	23	54	244	388	805
Other Leave Days (Planned)	269	266	356	243	-32%	1,555	205	356	1,555	1,565	2,661
Overtime Hrs.	235	155	249	176	-29%	1,329	155	296	1,329	1,062	2,123
OT Annual Budget									\$44,983	\$0	51,812
OT Spent	\$5,553	\$3,613	\$5,737	\$3,989	-30%	\$31,959	\$3,613	\$7,530	\$31,959	\$25,771	51,389
% of Budget Spent	41.4%	49.4%	62.2%	71.0%	14%				71.0%	187.3%	99.2%

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PerformanceMetrics											
Beltville 9931	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	67.9%			0.0%		67.9%	67.9%	67.9%			86.9%
Branch Visit Time	46.71	30.42	34.41	27.16	-21%	38.78	27.16	48.49			28.73
Branch Waiting Time	40.09	24.17	28.42	21.48	-24%	32.50	21.48	41.72			22.60
Branch Processing Time	6.62	6.25	5.99	5.68	-5%	6.28	5.68	6.78			6.13
Branch Customers Served	19,709	27,940	19,769	24,139	22%	23,747	19,709	27,940	142,479	157,359	307,854
Drivers License Visit Time	45.69	28.19	37.05	30.64	-17%	41.98	28.19	55.72			32.78
DLS Waiting Time	38.62	21.60	30.87	24.83	-20%	35.23	21.60	48.05			25.30
DLS Processing Time	7.07	6.58	6.19	5.81	-6%	6.75	5.81	7.67			7.48
DLS Customers Served	10,040	13,495	9,346	11,446	22%	11,348	9,346	13,495	68,089	58,780	118,254
Vehicle Services Visit Time	56.37	36.80	36.12	26.03	-28%	42.01	26.03	56.37			28.25
VS Wait Time	49.50	30.38	29.91	20.28	-32%	35.61	20.28	49.50			22.69
VS Processing Time	6.87	6.42	6.20	5.76	-7%	6.40	5.76	6.87			5.56
VS Customers Served	6,816	10,841	7,884	9,790	24%	9,212	6,816	11,634	55,271	77,029	145,558
ICD/Misc Visit Time	25.49	19.78	19.09	17.07	-11%	19.36	15.94	25.49			18.69
ICD/Misc Wait Time	20.55	15.10	14.42	12.09	-16%	14.79	11.83	20.55			14.18
ICD/Misc Processing Time	4.94	4.67	4.68	4.99	7%	4.57	4.02	4.99			4.51
ICD/Misc Customers Served	2,853	3,604	2,539	2,903	14%	3,187	2,539	3,786	19,119	21,550	44,042
Total Transactions	26,991	26,844	23,908	23,101	-3%	26,903	23,101	31,903	161,418	185,564	367,284
DLS Transactions	15,479	15,099	12,909	13,043	1%	15,234	12,909	18,597	91,405	92,704	183,032
Title & Registration Transactions	9,491	9,651	8,900	8,340	-6%	9,702	8,340	11,206	58,214	81,046	159,520
Other	2,021	2,094	2,099	1,718	-18%	1,967	1,718	2,100	11,799	11,814	24,732
Personnel											
Filled PINS	56	56	55	57	4%	56	55	57			55
Filled Contract Employees	1	1	0	0	0%	1	1	1			1
State Temporary Employees	1	4	4	2	-50%	3	1	4			2
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	4	4	4	3	-25%	4	2	5			4
% Vacant Positions	7.0%	6.7%	6.8%	5.1%	-25%	6.3%	3.4%	8.8%			7.0%
Total Leave Days	341	329	427	360	-16%	2,100	294	427	2,100	1,928	3,714
Sick Leave Days (Unplanned)	48	60	50	63	25%	373	48	80	373	317	724
Other Leave Days (Planned)	294	269	377	297	-21%	1,726	221	377	1,726	1,611	2,990
Overtime Hrs.	614	322	432	178	-59%	2,697	178	648	2,697	966	2,461
OT Annual Budget									\$47,461	\$0	54,666
OT Spent	\$15,584	\$8,098	\$10,986	\$4,402	-60%	\$67,682	\$4,402	\$16,205	\$67,682	\$23,928	59,309
% of Budget Spent	93.1%	110.2%	133.3%	142.6%	7%				142.6%	173.5%	108.5%

**MVA StateStat
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PerformanceMetrics											
Columbia Express 9935	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	97.4%			0.0%		97.4%	97.4%	97.4%			94.1%
Branch Visit Time	49.43	45.57	50.95	40.57	-20%	47.80	40.57	53.19			30.76
Branch Waiting Time	43.25	39.17	44.79	34.40	-23%	41.46	34.40	46.68			24.51
Branch Processing Time	6.18	6.40	6.17	6.18	0%	6.34	6.17	6.59			6.25
Branch Customers Served	7,837	9,732	6,529	8,052	23%	8,673	6,529	10,857	52,036	51,428	103,100
Drivers License Visit Time	57.44	54.84	61.44	49.00	-20%	56.43	49.00	61.44			36.15
DLS Waiting Time	50.46	47.61	54.54	42.07	-23%	49.28	42.07	54.54			28.85
DLS Processing Time	6.98	7.22	6.90	6.93	1%	7.15	6.90	7.51			7.30
DLS Customers Served	6,043	7,398	5,112	6,028	18%	6,691	5,112	8,384	40,148	37,770	75,928
Vehicle Services Visit Time	16.14	13.32	11.49	10.94	-5%	13.71	10.94	16.14			7.52
VS Wait Time	13.15	10.12	8.43	7.49	-11%	10.68	7.49	13.15			5.15
VS Processing Time	2.98	3.20	3.07	3.45	13%	3.03	2.67	3.45			2.37
VS Customers Served	1,169	1,362	916	1,227	34%	1,247	916	1,601	7,481	8,762	17,176
ICD/Misc Visit Time	38.13	19.91	19.60	22.05	12%	28.51	19.60	38.13			26.92
ICD/Misc Wait Time	33.53	15.20	15.09	17.31	15%	23.92	15.09	33.53			22.01
ICD/Misc Processing Time	4.60	4.71	4.51	4.73	5%	4.59	4.29	4.73			4.91
ICD/Misc Customers Served	625	972	501	797	59%	735	501	972	4,407	4,896	9,996
Total Transactions	12,817	12,554	11,366	11,382	0%	12,762	11,366	14,395	76,571	77,595	152,141
DLS Transactions	9,579	9,716	8,572	8,464	-1%	9,692	8,464	10,959	58,154	59,326	116,834
Title & Registration Transactions	3,004	2,564	2,554	2,634	3%	2,806	2,554	3,277	16,836	16,867	32,346
Other	234	274	240	284	18%	264	234	294	1,581	1,402	2,961
Personnel											
Filled PINS	7	8	7	6	-14%	7	6	8			7
Filled Contract Employees	3	3	3	3	0%	3	2	3			2
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	0	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	1	0	1	1	0%	1	1	1			2
% Vacant Positions	0.0%	0.0%	25.0%	25.0%	0%	27.1%	25.0%	33.3%			66.7%
Total Leave Days	33	32	42	20	-53%	211	20	51	211	234	432
Sick Leave Days (Unplanned)	6	4	3	1	-48%	22	1	6	22	50	92
Other Leave Days (Planned)	27	28	39	18	-54%	188	18	48	188	184	341
Overtime Hrs.	92	60	87	56	-36%	534	56	120	534	549	861
OT Annual Budget									\$8,562	\$0	9,862
OT Spent	\$2,607	\$1,783	\$2,498	\$1,559	-38%	\$15,596	\$1,559	\$3,634	\$15,596	\$14,926	24,061
% of Budget Spent	113.9%	134.8%	163.9%	182.2%	11%				182.2%	637.4%	244.0%

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PerformanceMetrics											
Gaithersburg 9932	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	93.0%			0.0%		93.0%	93.0%	93.0%			76.8%
Branch Visit Time	36.63	26.54	31.20	27.86	-11%	35.31	26.54	46.93			33.17
Branch Waiting Time	29.60	19.38	24.14	20.83	-14%	28.29	19.38	40.05			26.13
Branch Processing Time	7.03	7.17	7.07	7.04	0%	7.02	6.88	7.17			7.03
Branch Customers Served	22,308	27,215	18,265	22,922	25%	24,499	18,265	30,612	146,991	145,069	293,345
Drivers License Visit Time	35.80	28.68	31.57	28.04	-11%	37.03	28.04	51.66			32.34
DLS Waiting Time	27.75	20.37	23.62	19.92	-16%	29.06	19.92	43.94			24.06
DLS Processing Time	8.04	8.31	7.95	8.12	2%	7.97	7.68	8.31			8.29
DLS Customers Served	10,404	12,601	8,721	10,546	21%	11,635	8,721	14,625	69,808	65,256	132,304
Vehicle Services Visit Time	40.06	25.49	32.09	29.19	-9%	36.09	25.49	47.13			35.90
VS Wait Time	33.83	19.28	25.84	23.11	-11%	29.87	19.28	40.98			29.67
VS Processing Time	6.24	6.21	6.25	6.08	-3%	6.22	6.08	6.39			6.23
VS Customers Served	9,296	11,357	7,370	9,533	29%	10,035	7,370	12,630	60,211	59,765	121,768
ICD/Misc Visit Time	28.83	22.18	27.02	22.66	-16%	25.49	22.18	28.83			26.39
ICD/Misc Wait Time	22.73	16.02	20.60	16.33	-21%	19.33	16.02	22.73			20.94
ICD/Misc Processing Time	6.10	6.16	6.42	6.34	-1%	6.16	5.85	6.42			5.45
ICD/Misc Customers Served	2,608	3,257	2,174	2,843	31%	2,829	2,174	3,357	16,972	20,048	39,273
Total Transactions	27,880	27,530	24,560	24,399	-1%	28,233	24,399	33,391	169,400	172,949	332,950
DLS Transactions	15,966	16,061	14,168	14,359	1%	16,457	14,168	19,539	98,743	101,689	196,893
Title & Registration Transactions	10,519	10,267	9,134	8,911	-2%	10,450	8,911	12,309	62,699	62,398	118,177
Other	1,395	1,202	1,258	1,129	-10%	1,326	1,129	1,543	7,958	8,862	17,880
Personnel											
Filled PINS	52	53	53	53	0%	52	50	53			50
Filled Contract Employees	0	0	1	1	0%	1	1	1			1
State Temporary Employees	0	1	1	1	0%	1	1	1			0
Agency Temporary Employees	2	1	1	2	100%	2	1	2			1
# Vacancies (PIN & Contract)	2	3	3	2	-33%	3	2	4			5
% Vacant Positions	3.8%	5.7%	5.6%	3.7%	-33%	5.7%	3.7%	7.8%			9.8%
Total Leave Days	249	256	349	263	-25%	1,608	196	349	1,608	1,818	3,260
Sick Leave Days (Unplanned)	39	38	46	15	-67%	232	15	59	232	290	545
Other Leave Days (Planned)	210	219	303	248	-18%	1,376	160	303	1,376	1,528	2,715
Overtime Hrs.	366	366	512	167	-67%	2,736	167	695	2,736	2,058	4,009
OT Annual Budget									\$48,681	\$0	56,072
OT Spent	\$9,277	\$9,260	\$12,441	\$4,390	-65%	\$68,516	\$4,390	\$16,868	\$68,516	\$50,633	98,042
% of Budget Spent	87.1%	106.2%	131.7%	140.7%	7%				140.7%	355.8%	174.9%

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PerformanceMetrics											
Glenmont Express 9933	Reporting Period				%	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Change	Avg	Min			
Customer Survey Results	92.2%			0.0%		92.2%	92.2%	92.2%			96.0%
Branch Visit Time	45.59	23.13	26.84	20.60	-23%	35.42	20.60	51.50			32.32
Branch Waiting Time	39.04	17.10	20.92	14.75	-29%	29.04	14.75	44.48			25.54
Branch Processing Time	6.55	6.03	5.92	5.84	-1%	6.39	5.84	7.03			6.78
Branch Customers Served	6,700	8,691	6,175	7,629	24%	7,506	6,175	8,691	45,037	40,415	84,998
Drivers License Visit Time	56.49	28.82	34.80	26.21	-25%	44.27	26.21	63.78			39.91
DLS Waiting Time	48.82	22.00	27.92	19.39	-31%	36.82	19.39	55.50			31.83
DLS Processing Time	7.68	6.83	6.88	6.82	-1%	7.45	6.82	8.28			8.08
DLS Customers Served	4,829	6,165	4,302	5,253	22%	5,324	4,302	6,165	31,945	26,384	57,310
Vehicle Services Visit Time	14.93	6.70	6.45	5.79	-10%	10.47	5.79	14.93			13.42
VS Wait Time	12.33	3.77	3.85	2.96	-23%	7.73	2.96	12.33			10.45
VS Processing Time	2.60	2.93	2.60	2.83	9%	2.74	2.60	2.93			2.97
VS Customers Served	1,158	1,504	1,116	1,536	38%	1,337	1,116	1,536	8,020	8,743	16,602
ICD/Misc Visit Time	24.13	12.89	11.99	12.15	1%	18.03	11.99	24.68			20.78
ICD/Misc Wait Time	18.65	7.03	6.53	6.84	5%	12.54	6.53	19.37			14.97
ICD/Misc Processing Time	5.48	5.85	5.46	5.31	-3%	5.49	5.31	5.85			5.82
ICD/Misc Customers Served	713	1,022	757	840	11%	845	713	1,022	5,072	5,288	11,086
Total Transactions	9,018	9,405	8,698	8,648	-1%	9,679	8,648	11,755	58,074	54,266	108,520
DLS Transactions	6,895	7,422	6,655	6,737	1%	7,598	6,655	9,791	45,586	42,359	84,849
Title & Registration Transactions	1,912	1,768	1,829	1,741	-5%	1,882	1,741	2,237	11,292	10,924	21,601
Other	211	215	214	170	-21%	199	159	227	1,196	983	2,070
Personnel											
Filled PINS	9	9	9	9	0%	9	9	9			9
Filled Contract Employees	1	1	1	1	0%	1	1	1			0
State Temporary Employees	1	1	1	1	0%	1	1	1			1
Agency Temporary Employees	1	0	1	1	0%	1	1	1			0
# Vacancies (PIN & Contract)	0	0	0	0	0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	61	35	58	43	-26%	278	35	61	278	430	696
Sick Leave Days (Unplanned)	10	1	3	7	104%	41	1	16	41	123	152
Other Leave Days (Planned)	52	35	54	36	-33%	237	30	54	237	307	544
Overtime Hrs.	81	36	42	4	-90%	362	4	102	362	264	489
OT Annual Budget									\$3,113	\$0	3,585
OT Spent	\$1,652	\$731	\$920	\$113	-88%	\$7,662	\$113	\$2,133	\$7,662	\$6,228	11,096
% of Budget Spent	189.5%	212.9%	242.5%	246.1%	1%				246.1%	719.0%	309.5%

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PerformanceMetrics											
Walnut Hill Express 9934	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	88.2%			0.0%		88.2%	88.2%	88.2%			95.9%
Branch Visit Time	34.78	24.30	27.01	24.78	-8%	33.00	24.30	51.10			23.89
Branch Waiting Time	29.07	18.63	21.43	19.14	-11%	27.22	18.63	44.92			17.85
Branch Processing Time	5.71	5.67	5.58	5.64	1%	5.78	5.58	6.19			6.04
Branch Customers Served	7,835	9,399	6,582	7,866	20%	8,376	6,582	10,278	50,257	46,662	95,767
Drivers License Visit Time	48.00	33.45	37.08	33.71	-9%	45.20	33.45	69.65			31.52
DLS Waiting Time	40.50	26.15	30.04	26.47	-12%	37.78	26.15	61.78			23.97
DLS Processing Time	7.50	7.30	7.05	7.24	3%	7.42	7.05	7.87			7.55
DLS Customers Served	4,918	6,017	4,265	5,044	18%	5,392	4,265	6,616	32,350	29,314	60,876
Vehicle Services Visit Time	4.68	4.15	4.79	5.21	9%	4.76	4.15	5.48			5.30
VS Wait Time	3.09	2.62	2.90	3.31	14%	2.96	2.31	3.53			3.02
VS Processing Time	1.58	1.53	1.89	1.91	1%	1.80	1.53	1.95			2.28
VS Customers Served	2,193	2,423	1,714	2,137	25%	2,212	1,714	2,682	13,273	12,640	24,982
ICD/Misc Visit Time	30.32	14.40	14.64	15.12	3%	20.54	14.40	30.32			20.11
ICD/Misc Wait Time	24.10	8.44	8.88	9.55	8%	14.72	8.44	24.10			13.92
ICD/Misc Processing Time	6.22	5.96	5.76	5.57	-3%	5.82	5.57	6.22			6.19
ICD/Misc Customers Served	724	959	603	685	14%	772	603	980	4,634	4,708	9,909
Total Transactions	11,300	11,350	10,531	10,385	-1%	11,662	10,385	13,673	69,969	65,904	132,390
DLS Transactions	8,276	8,516	7,759	7,631	-2%	8,763	7,631	10,748	52,579	50,437	101,833
Title & Registration Transactions	2,675	2,537	2,534	2,464	-3%	2,604	2,464	2,779	15,624	13,953	27,351
Other	349	297	238	290	22%	294	238	349	1,766	1,514	3,206
Personnel											
Filled PINS	8	8	8	8	0%	8	8	8			8
Filled Contract Employees	0	0	1	1	0%	1	1	1			0
State Temporary Employees	2	2	2	1	-50%	2	2	1			2
Agency Temporary Employees	2	1	1	2	100%	1	1	2			0
# Vacancies (PIN & Contract)	2	1	2	0	-100%	2	1	2			1
% Vacant Positions	25.0%	12.5%	22.2%	0.0%	-100%	19.4%	12.5%	25.0%			12.5%
Total Leave Days	49	47	74	66	-11%	327	44	74	327	278	523
Sick Leave Days (Unplanned)	0	6	4	0	-100%	22	0	11	22	23	57
Other Leave Days (Planned)	48	40	70	66	-6%	305	34	70	305	256	466
Overtime Hrs.	109	43	90	88	-2%	561	43	152	561	74	368
OT Annual Budget									\$1,221	\$0	1,406
OT Spent	\$2,783	\$1,160	\$2,297	\$2,106	-8%	\$14,595	\$1,160	\$4,083	\$14,595	\$1,703	9,014
% of Budget Spent	739.7%	834.7%	1022.9%	1195.3%	17%				1195.3%	305.4%	641.1%

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PerformanceMetrics											
Annapolis 9951	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	85.9%			0.0%		85.9%	85.9%	85.9%			91.5%
Branch Visit Time	36.43	25.82	28.89	21.57	-25%	32.89	21.57	42.93			30.59
Branch Waiting Time	30.44	19.63	22.53	15.31	-32%	26.75	15.31	37.05			24.34
Branch Processing Time	5.99	6.20	6.36	6.27	-2%	6.14	5.88	6.36			6.26
Branch Customers Served	19,829	24,316	16,517	18,629	13%	21,153	16,517	26,166	126,919	123,672	248,840
Drivers License Visit Time	56.60	41.84	42.05	33.79	-20%	51.04	33.79	67.79			42.80
DLS Waiting Time	48.68	33.32	33.40	25.37	-24%	42.87	25.37	60.33			34.86
DLS Processing Time	7.91	8.53	8.65	8.42	-3%	8.17	7.46	8.65			7.94
DLS Customers Served	8,191	9,897	6,867	7,485	9%	8,699	6,867	10,597	52,194	50,404	100,459
Vehicle Services Visit Time	22.38	14.53	20.54	12.88	-37%	20.66	12.88	27.29			23.76
VS Wait Time	17.66	9.91	15.74	8.14	-48%	15.89	8.14	22.42			18.57
VS Processing Time	4.73	4.63	4.80	4.74	-1%	4.76	4.63	4.87			5.19
VS Customers Served	9,292	11,378	7,568	8,725	15%	9,874	7,568	12,624	59,241	57,799	117,167
ICD/Misc Visit Time	15.10	14.08	14.84	13.85	-7%	14.78	13.85	16.43			15.05
ICD/Misc Wait Time	10.60	9.53	10.30	8.65	-16%	10.13	8.65	11.77			10.15
ICD/Misc Processing Time	4.49	4.56	4.54	5.20	15%	4.66	4.49	5.20			4.90
ICD/Misc Customers Served	2,346	3,041	2,082	2,419	16%	2,581	2,082	3,041	15,484	15,469	31,214
Total Transactions	26,848	25,762	22,916	21,145	-8%	26,059	21,145	30,310	156,352	157,107	313,368
DLS Transactions	14,961	14,910	12,689	11,954	-6%	14,676	11,954	17,064	88,057	87,644	173,122
Title & Registration Transactions	10,301	9,435	8,804	7,722	-12%	9,828	7,722	11,467	58,968	60,039	120,719
Other	1,586	1,417	1,423	1,469	3%	1,555	1,417	1,779	9,327	9,424	19,527
Personnel											
Filled PINS	38	40	40	39	-3%	39	38	40			38
Filled Contract Employees	0	0	1	1	0%	1	1	1			1
State Temporary Employees	0	0	0	0	0%	0	0	0			0
Agency Temporary Employees	1	1	1	1	0%	1	1	1			1
# Vacancies (PIN & Contract)	3	0	0	1	0%	3	1	3			2
% Vacant Positions	7.9%	0.0%	0.0%	2.6%	0%	6.6%	2.6%	7.9%			5.3%
Total Leave Days	180	187	248	212	-14%	1,201	163	248	1,201	1,191	2,355
Sick Leave Days (Unplanned)	36	32	26	30	15%	227	26	58	227	197	453
Other Leave Days (Planned)	144	156	222	182	-18%	975	119	222	975	994	1,902
Overtime Hrs.	344	263	362	158	-56%	1,991	158	436	1,991	1,856	3,352
OT Annual Budget									\$57,894	\$0	66,683
OT Spent	\$8,979	\$7,227	\$9,723	\$4,054	-58%	\$54,491	\$4,054	\$12,498	\$54,491	\$47,704	86,468
% of Budget Spent	57.8%	70.3%	87.1%	94.1%	8%				94.1%	276.8%	129.7%

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PerformanceMetrics											
Easton 9952	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	85.1%			0.0%		85.1%	85.1%	85.1%			88.7%
Branch Visit Time	32.01	24.89	21.45	14.39	-33%	24.83	14.39	34.56			21.97
Branch Waiting Time	25.07	17.57	14.65	8.68	-41%	18.07	8.68	27.47			15.17
Branch Processing Time	6.94	7.32	6.80	5.71	-16%	6.76	5.71	7.32			6.79
Branch Customers Served	9,135	10,698	6,920	8,139	18%	9,577	6,920	12,887	57,464	58,925	119,472
Drivers License Visit Time	40.85	34.17	32.50	16.54	-49%	33.36	16.54	45.61			29.54
DLS Waiting Time	32.14	25.15	23.87	10.48	-56%	24.99	10.48	36.63			20.61
DLS Processing Time	8.72	9.02	8.64	6.06	-30%	8.37	6.06	9.02			8.93
DLS Customers Served	3,498	4,441	3,065	3,625	18%	3,925	3,065	4,928	23,550	23,831	48,300
Vehicle Services Visit Time	28.08	18.22	12.50	12.89	3%	19.08	12.50	28.08			16.90
VS Wait Time	22.32	12.31	7.44	7.67	3%	13.63	7.44	22.32			11.76
VS Processing Time	5.75	5.91	5.05	5.22	3%	5.44	5.05	5.91			5.14
VS Customers Served	4,876	5,366	3,253	3,871	19%	4,897	3,253	7,041	29,384	30,608	62,054
ICD/Misc Visit Time	17.57	15.46	13.63	11.63	-15%	15.33	11.63	17.83			14.62
ICD/Misc Wait Time	10.63	8.04	6.47	4.77	-26%	8.16	4.77	10.63			7.87
ICD/Misc Processing Time	6.93	7.42	7.17	6.85	-4%	7.16	6.85	7.47			6.75
ICD/Misc Customers Served	761	891	602	643	7%	755	602	918	4,530	4,486	9,118
Total Transactions	11,562	10,490	9,325	8,581	-8%	10,904	8,581	12,746	65,422	68,063	138,523
DLS Transactions	5,682	5,610	4,781	4,715	-1%	5,537	4,715	6,220	33,220	32,607	67,045
Title & Registration Transactions	5,225	4,267	3,967	3,443	-13%	4,772	3,443	5,898	28,634	32,797	65,242
Other	655	613	577	423	-27%	595	423	692	3,568	2,659	6,236
Personnel											
Filled PINS	21	21	21	21	0%	21	21	21			21
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	1	1	1	1	0%	1	1	1			1
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	0	0	0	0	0%	0	0	0			0
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	0.0%	0.0%	0.0%			0.0%
Total Leave Days	120	124	165	120	-27%	721	91	165	721	915	1,413
Sick Leave Days (Unplanned)	35	27	26	26	0%	155	13	35	155	111	249
Other Leave Days (Planned)	85	97	138	94	-32%	566	74	138	566	804	1,164
Overtime Hrs.	64	88	108	37	-66%	431	27	108	431	493	865
OT Annual Budget									\$18,804	\$0	21,658
OT Spent	\$1,911	\$2,520	\$2,713	\$1,042	-62%	\$12,342	\$813	\$3,343	\$12,342	\$13,644	24,310
% of Budget Spent	32.3%	45.7%	60.1%	65.6%	9%				65.6%	216.9%	112.2%

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PerformanceMetrics											
Glen Burnie 9953	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	86.6%			0.0%		86.6%	86.6%	86.6%			89.6%
Branch Visit Time	30.57	26.83	29.44	19.73	-33%	28.84	19.73	35.42			26.90
Branch Waiting Time	23.21	19.56	22.10	12.46	-44%	21.50	12.46	27.87			19.66
Branch Processing Time	7.36	7.26	7.35	7.27	-1%	7.35	7.26	7.55			7.24
Branch Customers Served	35,561	45,239	29,741	35,253	19%	38,821	29,741	48,495	232,924	232,241	474,249
Drivers License Visit Time	50.23	41.14	50.20	29.67	-41%	47.37	29.67	62.83			38.57
DLS Waiting Time	40.42	31.26	40.45	20.10	-50%	37.64	20.10	52.95			29.10
DLS Processing Time	9.81	9.88	9.75	9.58	-2%	9.73	9.47	9.88			9.47
DLS Customers Served	11,163	14,128	9,590	11,025	15%	12,439	9,590	15,869	74,631	73,591	148,060
Vehicle Services Visit Time	22.12	20.63	20.21	16.28	-19%	20.98	16.28	23.66			23.04
VS Wait Time	15.85	14.52	13.92	9.91	-29%	14.70	9.91	17.44			16.70
VS Processing Time	6.27	6.12	6.30	6.37	1%	6.28	6.12	6.40			6.34
VS Customers Served	16,898	21,636	13,672	16,554	21%	18,288	13,672	22,997	109,729	110,356	222,291
ICD/Misc Visit Time	19.03	18.93	18.63	13.00	-30%	17.52	13.00	19.03			17.52
ICD/Misc Wait Time	12.78	12.92	12.58	7.11	-43%	11.38	7.11	12.92			11.53
ICD/Misc Processing Time	6.26	6.00	6.04	5.89	-2%	6.15	5.89	6.38			5.99
ICD/Misc Customers Served	7,500	9,475	6,479	7,674	18%	8,094	6,479	9,629	48,564	48,294	103,898
Total Transactions	58,396	55,795	50,919	47,379	-7%	56,492	47,379	65,460	338,951	315,881	644,129
DLS Transactions	20,537	21,214	17,978	17,156	-5%	20,583	17,156	23,546	123,499	122,820	249,543
Title & Registration Transactions	29,823	26,288	24,789	22,726	-8%	27,812	22,726	33,178	166,869	146,676	294,741
Other	8,036	8,293	8,152	7,497	-8%	8,097	7,497	8,736	48,583	46,385	99,845
Personnel											
Filled PINS	88	87	91	89	-2%	89	87	91			90
Filled Contract Employees	2	2	2	2	0%	2	2	3			2
State Temporary Employees	9	8	7	7	0%	8	7	9			9
Agency Temporary Employees	0	0	0	0	0%	0	0	0			0
# Vacancies (PIN & Contract)	8	9	5	7	40%	7	5	9			5
% Vacant Positions	8.9%	10.1%	5.4%	7.7%	43%	7.5%	5.4%	10.1%			5.4%
Total Leave Days	569	598	738	611	-17%	3,544	482	738	3,544	3,606	6,507
Sick Leave Days (Unplanned)	118	158	134	104	-22%	711	78	158	711	719	1,242
Other Leave Days (Planned)	451	440	604	507	-16%	2,833	363	604	2,833	2,886	5,265
Overtime Hrs.	342	279	408	119	-71%	1,972	119	493	1,972	1,871	3,490
OT Annual Budget									\$130,044	\$0	149,788
OT Spent	\$9,147	\$7,413	\$10,832	\$3,291	-70%	\$53,280	\$3,291	\$13,607	\$53,280	\$50,293	92,172
% of Budget Spent	24.4%	30.1%	38.4%	41.0%	7%				41.0%	129.4%	61.5%

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PerformanceMetrics											
Largo 9941	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	88.4%			0.0%		88.4%	88.4%	88.4%			83.5%
Branch Visit Time	40.86	33.29	28.88	26.67	-8%	36.48	26.67	44.73			37.18
Branch Waiting Time	34.31	26.56	22.60	20.28	-10%	29.96	20.28	38.10			30.47
Branch Processing Time	6.55	6.73	6.27	6.39	2%	6.52	6.27	6.73			6.72
Branch Customers Served	28,249	35,000	25,031	29,245	17%	30,996	25,031	38,202	185,978	184,118	370,699
Drivers License Visit Time	44.35	35.48	35.26	35.02	-1%	43.54	35.02	58.47			44.89
DLS Waiting Time	36.75	28.03	28.21	27.83	-1%	36.17	27.83	50.93			36.94
DLS Processing Time	7.60	7.45	7.05	7.19	2%	7.37	7.05	7.60			7.95
DLS Customers Served	10,619	13,090	9,652	11,531	19%	11,890	9,652	14,341	71,338	67,663	133,125
Vehicle Services Visit Time	41.54	34.80	25.72	23.17	-10%	34.89	23.17	45.03			35.59
VS Wait Time	35.18	28.00	19.49	16.82	-14%	28.46	16.82	38.57			29.28
VS Processing Time	6.35	6.81	6.23	6.35	2%	6.43	6.23	6.81			6.31
VS Customers Served	11,773	14,090	9,869	11,386	15%	12,556	9,869	16,099	75,337	79,394	159,713
ICD/Misc Visit Time	32.23	26.66	23.43	17.80	-24%	25.67	17.80	32.23			25.76
ICD/Misc Wait Time	27.05	21.22	18.40	12.76	-31%	20.46	12.76	27.05			20.26
ICD/Misc Processing Time	5.18	5.44	5.03	5.03	0%	5.21	5.03	5.44			5.50
ICD/Misc Customers Served	5,857	7,820	5,510	6,328	15%	6,551	5,510	7,820	39,303	37,061	77,861
Total Transactions	33,944	33,519	31,185	29,366	-6%	33,845	29,366	37,956	203,067	206,449	401,546
DLS Transactions	16,099	16,560	14,071	14,732	5%	16,314	14,071	18,665	97,884	99,851	184,594
Title & Registration Transactions	12,382	11,505	11,428	10,015	-12%	12,035	10,015	13,669	72,211	76,506	153,361
Other	5,463	5,454	5,686	4,619	-19%	5,495	4,619	6,128	32,972	30,092	63,591
Personnel											
Filled PINS	60	60	60	63	5%	60	60	63			60
Filled Contract Employees	0	1	0	2	0%	2	1	2			1
State Temporary Employees	3	3	3	2	-33%	3	2	3			3
Agency Temporary Employees	2	2	2	2	0%	2	1	2			2
# Vacancies (PIN & Contract)	5	5	5	2	-60%	5	2	6			6
% Vacant Positions	8.3%	8.3%	8.3%	3.1%	-63%	7.7%	3.1%	9.2%			9.0%
Total Leave Days	346	368	432	344	-20%	2,096	267	432	2,096	2,309	4,113
Sick Leave Days (Unplanned)	87	101	59	62	6%	445	59	101	445	429	859
Other Leave Days (Planned)	260	268	374	282	-24%	1,652	191	374	1,652	1,881	3,254
Overtime Hrs.	704	590	737	386	-48%	4,015	386	799	4,015	3,730	7,194
OT Annual Budget									\$166,040	\$0	191,488
OT Spent	\$16,775	\$14,425	\$18,110	\$9,460	-48%	\$99,327	\$9,460	\$20,758	\$99,327	\$93,519	178,616
% of Budget Spent	34.5%	43.2%	54.1%	59.8%	11%				59.8%	198.7%	93.3%

MVA StateStat
Operations - District 4
February FY 2011
Reporting Period: December 2010

20110222_MVA_Template
 District 4

PerformanceMetrics											
Salisbury 9954	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	97.8%			0.0%		97.8%	97.8%	97.8%			94.0%
Branch Visit Time	19.30	16.01	16.06	14.33	-11%	17.90	14.33	21.08			18.25
Branch Waiting Time	13.60	10.26	10.23	8.70	-15%	12.14	8.70	15.24			12.32
Branch Processing Time	5.70	5.75	5.83	5.62	-3%	5.76	5.62	5.84			5.93
Branch Customers Served	13,016	15,985	10,310	11,417	11%	13,566	10,310	16,955	81,398	79,760	164,621
Drivers License Visit Time	25.86	22.04	22.02	21.14	-4%	25.23	21.14	30.92			23.63
DLS Waiting Time	17.62	13.81	13.97	13.67	-2%	17.13	13.67	22.49			15.08
DLS Processing Time	8.24	8.23	8.05	7.46	-7%	8.10	7.46	8.42			8.55
DLS Customers Served	4,709	5,622	3,912	4,260	9%	4,966	3,912	6,011	29,796	27,253	56,866
Vehicle Services Visit Time	17.87	13.50	13.81	11.26	-18%	15.11	11.26	17.87			17.02
VS Wait Time	13.43	9.00	9.15	6.64	-27%	10.58	6.64	13.43			12.41
VS Processing Time	4.44	4.49	4.67	4.62	-1%	4.53	4.44	4.67			4.60
VS Customers Served	6,308	7,885	4,723	5,463	16%	6,524	4,723	8,394	39,145	39,519	80,417
ICD/Misc Visit Time	7.94	8.71	8.91	7.89	-12%	8.65	7.89	9.44			10.15
ICD/Misc Wait Time	4.05	4.60	4.98	3.68	-26%	4.61	3.68	5.31			5.73
ICD/Misc Processing Time	3.89	4.11	3.94	4.21	7%	4.05	3.89	4.21			4.42
ICD/Misc Customers Served	1,999	2,478	1,675	1,694	1%	2,076	1,675	2,550	12,457	12,988	27,338
Total Transactions	17,602	16,253	14,921	12,313	-17%	15,707	12,313	18,752	94,245	102,458	207,476
DLS Transactions	8,020	7,563	6,861	5,900	-14%	6,977	4,805	8,714	41,862	45,432	93,018
Title & Registration Transactions	7,966	7,183	6,603	5,304	-20%	7,224	5,304	8,250	43,342	46,053	93,008
Other	1,616	1,507	1,457	1,109	-24%	1,507	1,109	1,788	9,041	10,973	21,450
Personnel											
Filled PINS	27	27	27	27	0%	27	26	27			26
Filled Contract Employees	0	0	0	0	0%	0	0	0			0
State Temporary Employees	1	1	1	1	0%	1	1	2			2
Agency Temporary Employees	0	1	0	0	0%	1	1	1			1
# Vacancies (PIN & Contract)	0	0	0	0	0%	1	1	1			1
% Vacant Positions	0.0%	0.0%	0.0%	0.0%	0%	3.8%	3.8%	3.8%			3.8%
Total Leave Days	141	142	192	139	-28%	852	105	192	852	927	1,690
Sick Leave Days (Unplanned)	16	14	20	15	-24%	104	7	31	104	214	383
Other Leave Days (Planned)	125	127	172	124	-28%	748	74	172	748	713	1,307
Overtime Hrs.	32	108	52	29	-44%	356	29	108	356	316	800
OT Annual Budget									\$16,436	\$0	19,013
OT Spent	\$896	\$2,074	\$1,456	\$780	-46%	\$9,149	\$780	\$2,185	\$9,149	\$8,814	21,826
% of Budget Spent	29.4%	42.1%	50.9%	55.7%	9%				55.7%	164.6%	114.8%

**MVA StateStat
Operations - mobile
February FY 2011
Reporting Period: December 2010**

PerformanceMetrics											
Mobile 9956	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total/Avg
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Customer Survey Results	100.0%			0.0%		100.0%	100.0%	100.0%			99.9%
Branch Visit Time											
Branch Waiting Time											
Branch Processing Time											
Branch Customers Served											
Drivers License Visit Time											
DLS Waiting Time											
DLS Processing Time											
DLS Customers Served											
Vehicle Services Visit Time											
VS Wait Time											
VS Processing Time											
VS Customers Served											
ICD/Misc Visit Time											
ICD/Misc Wait Time											
ICD/Misc Processing Time											
ICD/Misc Customers Served											
Total Transactions	2,043	1,281	1,294	958	-26.0%	1,457	958	2,043	8,744	8,902	15,823
DLS Transactions	1,600	816	712	587	-17.6%	986	587	1,600	5,918	6,442	11,222
Title & Registration Transactions	360	391	528	314	-40.5%	400	314	528	2,401	2,054	3,844
Other	83	74	54	57	5.6%	71	54	83	425	406	757
Personnel											
Filled PINS	2	2	2	2	0.0%	2	2	2			2
Filled Contract Employees	0	0	0	0	0.0%	0	0	0			0
State Temporary Employees	0	0	0	0	0.0%	0	0	0			0
Agency Temporary Employees	0	0	0	0	0.0%	0	0	0			0
# Vacancies (PIN & Contract)	0	1	1	1	0.0%	1	1	1			0
% Vacant Positions	0.0%	50.0%	50.0%	50.0%	0.0%	50.0%	50.0%	50.0%			0.0%
Total Leave Days	14	13	14	13	-7.1%	75	3	17	75	50	103
Sick Leave Days (Unplanned)	0	0	0	0	0.0%	0	0	0	0	0	0
Other Leave Days (Planned)	14	13	14	13	-7.1%	75	3	17	75	50	103
Overtime Hrs.	0	0	0	0	0.0%	0	0	0	0	0	0
OT Annual Budget									\$0	\$66,683	\$66,683
OT Spent	\$0	\$0	\$0	\$0	0.0%	\$0	\$0	\$0	\$0	\$0	\$0
% of Budget Spent	0.0%	0.0%	0.0%	0.0%	0.0%				0.0%	0.0%	0.0%

**MVA StateStat
Call Centers
February FY 2011
Reporting Period: December 2010**

Performance Metrics											
Call Centers	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Calls - General Information Line	70,302	67,595	56,261	60,056	6.7%	66,860	56,261	73,779	401,159	521,061	1,031,408
Avg Time to Pick Up Call	6:12	6:42	7:49	6:51	-12.4%	6:55	6:12	7:49	6:55	6:02	5:50
Avg Call Duration	3:08	3:09	3:14	3:04	-5.2%	3:08	3:04	3:14	3:08	2:45	2:52
Calls - VEIP Information	21,340	21,618	19,083	18,485	-3.1%	20,404	18,485	21,618	122,421	93,588	209,818
Avg Time to Pick Up Call	4:01	4:25	5:19	5:26	2.2%	4:12	2:51	5:26	4:12	2:24	2:33
Avg Call Duration	2:32	2:30	2:25	2:26	0.7%	2:28	2:25	2:32	2:28	2:10	2:19
Calls - Drivers Skill Line	8,912	8,174	7,336	7,676	4.6%	8,464	7,336	10,551	50,785	57,644	96,169
Avg Time to Pick Up Call	5:29	6:00	5:02	3:47	-24.8%	5:08	3:47	6:07	5:08	5:06	3:54
Avg Call Duration	2:41	2:46	2:44	2:39	-3.0%	2:42	2:37	2:46	2:42	2:45	2:39
Calls - Hazmat	716	817	511	519	1.6%	649	511	817	3,893	5,280	11,642
Avg Time to Pick Up Call	5:31	3:38	10:42	10:14	-4.4%	6:44	3:38	10:42	6:44	4:12	3:25
Avg Call Duration	3:00	2:54	3:17	3:03	-7.1%	3:06	2:54	3:17	3:06	2:58	2:50
Calls - Out-of-Country	0	0	0	0	0.0%	0	0	0	0	2,911	0
Avg Time to Pick Up Call	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	3:23	0:00
Avg Call Duration	0:00	0:00	0:00	0:00	0.0%	0:00	0:00	0:00	0:00	3:16	0:00
Total Calls	101,270	98,204	83,191	86,736	4.3%	96,376	83,191	105,742	578,258	680,484	1,352,009
Appointments Scheduled											
Total Appointments	5,843	5,518	5,018	4,750	-5.3%	5,363	4,750	5,873	32,179	46,655	74,764
Drivers Skill	5,451	5,174	4,689	4,481	-4.4%	5,036	4,481	5,582	30,217	44,355	70,247
Hazmat	392	344	329	269	-18.2%	327	269	392	1,962	2,300	4,517
OOO Phone (Made by Agent)	0	0	0	0	0.0%	0	0	0	0		
OOO - Online (Made by Customer)	0	0	0	0	0.0%	0	0	0	0		

MVA StateStat
VEIP
February FY 2011
Reporting Period: December 2010

Performance Metrics											
VEIP	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD Total	FY10 Total
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
VEIP Mailings											
Total	217,120	259,639	207,015	213,906	3.3%	226,616	207,015	259,639	1,359,695	750,268	1,982,507
Notices	167,747	197,551	152,873	161,507	5.6%	172,857	152,873	197,551	1,037,142	580,118	1,546,976
Warnings	49,373	62,088	54,142	52,399	-3.2%	53,759	46,604	62,088	322,553	170,150	435,531
Vehicle Tests											
Total	130,205	148,488	142,984	133,252	-6.8%	137,735	130,205	148,488	826,407	376,349	1,162,799
Paid	123,165	141,084	135,871	126,302	-7.0%	130,562	123,165	141,084	783,373	343,813	1,094,555
Gratis	7,040	7,404	7,113	6,950	-2.3%	7,172	6,950	7,515	43,034	32,536	68,244
Test Fees											
Total	\$2,474,010	\$2,773,986	\$2,662,154	\$2,508,478	-5.8%	\$2,578,975	\$2,474,010	\$2,773,986	\$15,473,852	\$7,005,292	\$21,588,795
Inspection	\$1,724,310	\$1,975,176	\$1,902,194	\$1,768,228	-7.0%	\$1,827,870	\$1,724,310	\$1,975,176	\$10,967,222	\$4,813,382	\$15,323,770
Late	\$749,700	\$798,810	\$759,960	\$740,250	-2.6%	\$751,105	\$718,950	\$798,810	\$4,506,630	\$2,191,910	\$6,265,025
Public Contact											
Total	48,574	48,223	45,445	43,768	-3.7%	47,599	43,768	50,718	285,592	195,035	467,795
Walk-In	19,227	21,569	20,331	19,370	-4.7%	20,313	19,227	21,569	121,879	80,761	186,942
Internet	8,357	4,719	5,794	5,653	-2.4%	6,733	4,719	8,357	40,395	19,508	66,473
Phone	21,340	21,618	19,083	18,485	-3.1%	20,404	18,485	21,618	122,421	93,588	211,811
Direct Mail	0	3	7	1	-85.7%	3	1	7	15	10	17
Email	202	314	230	259	12.6%	239	201	314	1,434	1,168	2,552

MVA StateStat
Safety and Other Functions
February FY 2011
Reporting Period: December 2010

Performance Metrics											
Safety & Other Functions	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Graduated License Program											
Total Licenses Issued	114,241	114,772	104,135	99,209	-4.7%	115,218	99,209	132,274	691,310	716,020	1,392,907
Lerner's Permit	8,229	8,429	7,654	6,943	-9.3%	9,365	6,943	12,647	56,187	74,957	134,098
License age less than 21	8,979	8,177	7,296	7,481	2.5%	10,703	7,296	18,136	64,215	69,115	127,818
License age 21 or over	97,033	98,166	89,185	84,785	-4.9%	95,151	84,785	101,853	570,908	571,948	1,130,991
Minor Notification Letters Sent	562	480	638	591	-7.4%	515	293	638	3,088		
Disability Placards											
Temporary	2,931	2,856	2,704	2,856	5.6%	2,863	2,704	2,931	17,179		
Permanent	14,197	12,133	15,374	12,133	-21.1%	13,763	12,133	15,400	82,580		
Arrest Data											
Out of State Convictions on MD DL	7,303	9,534	9,704	9,575	-1.3%	10,441	7,303	13,286	62,643		
Federal Convictions on MD DL	456	527	667	240	-64.0%	482	240	667	2,894		
Driver Review and Reinstatement Program											
Reinstatement Requests Received	826	848	711	778	9.4%	795	711	848	4,769	4,776	10,309
Reinstatement Requests Approved	373	357	324	302	-6.8%	346	302	373	2,077	1,979	4,026
Administrative Adjudication											
Number of Cases Total	25,134	30,275	14,157	21,412	51.2%	24,874	14,157	32,825	149,245		
Number of Hearings	2,897	1,818	2,091	1,506	-28.0%	2,012	1,506	2,897	12,070		
Flags- Parking/Red-Light/Toll/Speed Camera											
New Flags	35,370	42,062	34,748	44,434	27.9%	35,315	26,819	44,434	211,890	109,005	213,358
Deleted Flags	12,861	15,787	15,113	14,515	-4.0%	13,866	12,408	15,787	83,195	74,636	144,882
Suspensions	0	0	0	0	0.0%	0	0	0	0	253	805
Ignition Interlock Program											
Currently in Program**	8,101	8,132	7,971	7,891	-1.0%	8,096	7,891	8,293			
Drivers Starting Program	412	377	320	321	0.3%	381	320	462	2,285	2,711	5,529
Restrictions Removed (Compliance)	277	261	279	267	-4.3%	275	261	284	1,650	1,481	3,244
Restrictions Removed (Non-Compliance)	184	195	217	174	-19.8%	220	174	288	1,318	1,427	2,997
Warning Letters Mailed	1,760	1,868	2,039	1,743	-14.5%	1,979	1,743	2,344	11,872	15,189	29,209
RIID											
IDs Given Out	135	122	134	123	-8.2%	124	109	135	745		
IDs Processed in the Branches	140	131	133	131	-1.5%	135	131	140	808		
Outstanding Warrant Program											
Notices	1,206	928	954	1,041	9.1%	1,044	928	1,206	6,265	17,595	23,885
Suspensions	619	650	600	584	-2.7%	588	474	650	3,530	7,012	11,114
Satisfied	852	783	819	636	-22.3%	829	636	954	4,972	4,992	11,135
Denied license or registration at branch	115	75	85	94	10.6%	90	75	115	541	462	1,059

Performance Metrics											
	Reporting Period				% Change	For All of FY 11			FY 11 YTD Total	FY10 YTD	FY10 Total
	Sep '10	Oct '10	Nov '10	Dec '10		Avg	Min	Max			
Business Licenses											
New Businesses	13	23	36	29	-19.4%	28	13	41	168	115	234
New Dealerships	2	5	1	0	-100.0%	3	1	5	13	6	12
Used Dealerships	0	4	9	5	-44.4%	5	3	9	26	41	69
Wholesale	5	9	12	11	-8.3%	12	5	18	69	35	81
Title Services	2	3	9	10	11.1%	6	2	11	38	22	45
Other	4	2	5	3	-40.0%	4	2	5	22	11	27
Out of Business	29	21	14	14	0.0%	15	5	29	89	73	132
New Dealerships	4	2	0	2	0.0%	3	2	4	10	6	8
Used Dealerships	8	7	0	3	0.0%	5	2	8	20	37	57
Wholesale	11	6	9	3	-66.7%	6	2	11	34	24	49
Title Services	3	1	2	2	0.0%	2	1	3	8	1	5
Other	3	5	3	4	33.3%	3	2	5	17	5	13
School Bus Inspections											
Inspections	701	2,004	1,873	652	-65.2%	1,273	652	2,004	7,639	6,528	14,671
Scheduled	393	1,759	1,387	273	-80.3%	636	2	1,759	3,818	3,698	8,966
Re-inspections	43	149	286	58	-79.7%	109	43	286	652	659	1,404
Random/Audit	265	96	200	321	60.5%	528	96	1,277	3,169	2,171	4,301
Total Defects	503	1,126	1,616	744	-54.0%	744	168	1,616	4,464	4,183	8,436
Public Owned	17	410	1,250	94	-92.5%	321	17	1,250	1,924	1,886	3,999
BOE Contractor	124	631	340	555	63.2%	308	84	631	1,845	1,626	2,870
Privately Owned	362	85	26	95	265.4%	116	26	362	695	671	1,567
Repair Orders	200	540	686	253	-63.1%	323	116	686	1,935	1,673	2,702
Repair Orders Closed	72	288	601	483	-19.6%	328	72	601	1,970	2,009	4,016
Suspensions	51	152	321	75	-76.6%	126	51	321	753	759	1522
Insurance Compliance											
Total Notices Sent	50,306	56,422	49,194	49,405	0.4%	52,669	48,344	62,343	316,014	298,719	
First Notice	34,973	37,712	31,149	33,437	7.3%	36,046	31,149	44,708	216,277	191,078	
Suspensions	15,333	18,710	18,045	15,968	-11.5%	16,623	14,046	18,710	99,737	107,641	
Cases Created	34,363	37,351	30,564	33,414	9.3%	35,403	30,564	43,891	212,418	210,868	
Cases Closed	15,858	16,831	16,738	15,543	-7.1%	16,340	15,052	18,018	98,040	106,488	
Cases Referred to Central Collections	11,313	12,144	12,091	12,421	2.7%	11,773	11,000	12,421	70,640	67,308	